Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 1

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
BT	1289 20.23%demop	659 21.20%	623 19.23%	156 17.70%	168 15.84%	154 15.58%	217 19.82%de	220 23.95%Tcde	266 26.41%Tcdef	108 25.73%Tcdef	389 22.43%Tlm	384 21.36%m	241 18.60%	276 17.82%	772 21.89%To	516 18.18%	889 17.29%	400 32.54%Tp
Sky	1115 17.50%kn	550 17.71%	564 17.41%	137 15.55%	172 16.16%	175 17.76%	214 19.52%	181 19.78%c	169 16.76%	67 15.98%	293 16.90%	270 15.04%	265 20.47%Tjk	287 18.55%k	563 15.96%	552 19.43%Tn	907 17.63%	209 16.97%
Virgin Media	1029 16.15%q	488 15.70%	540 16.65%	128 14.59%	176 16.54%	165 16.68%	170 15.53%	140 15.31%	162 16.15%	87 20.66%Tcfg	282 16.25%	282 15.71%	226 17.44%	240 15.48%	564 15.97%	465 16.37%	969 18.84%Tq	60 4.88%
TalkTalk	549 8.62%f	260 8.38%	284 8.77%	62 7.05%	73 6.82%	85 8.58%	74 6.72%	91 9.97%df	105 10.48%Tcdf	59 14.10%Tcdefg	140 8.11%	153 8.53%	104 8.02%	152 9.80%	294 8.32%	255 8.99%	441 8.57%	108 8.83%
Plusnet	369 5.80%cp	186 5.98%	182 5.63%	19 2.20%	51 4.84%c	60 6.05%c	69 6.32%c	66 7.14%c	77 7.62%Tcd	27 6.47%c	101 5.85%	94 5.21%	86 6.66%	88 5.70%	195 5.52%	174 6.14%	255 4.96%	114 9.29%Tp
Vodafone	330 5.19%bgim	186 5.98%Tb	145 4.46%	66 7.51%Tghi	77 7.27%Tghi	56 5.63%gi	56 5.07%i	31 3.37%	38 3.81%i	7 1.59%	95 5.48%	106 5.89%m	68 5.24%	62 3.99%	201 5.69%	130 4.56%	272 5.28%	59 4.80%
EE	246 3.86%g	117 3.78%	129 3.97%	58 6.57%Tefgh	45 4.21%g	38 3.86%g	37 3.38%	18 1.91%	32 3.21%	19 4.43%g	73 4.19%	67 3.73%	41 3.19%	65 4.21%	140 3.96%	106 3.75%	190 3.69%	56 4.58%
Now TV Broadband	100 1.57%ckn	48 1.54%	52 1.60%	4 0.41%	13 1.22%	17 1.77%c	22 2.03%c	23 2.54%Tc	14 1.37%	6 1.52%	27 1.58%	15 0.82%	20 1.51%	38 2.46%Tk	42 1.20%	58 2.02%Tn	89 1.72%	11 0.90%
Shell Energy Broadband	51 0.80%c	29 0.94%	22 0.67%	1 0.14%	4 0.34%	7 0.71%	10 0.87%	9 1.02%c	12 1.22%c	8 1.86%Tcd	12 0.69%	17 0.96%	9 0.71%	13 0.81%	29 0.83%	22 0.76%	42 0.81%	9 0.75%
Post Office	42 0.65%fg	16 0.52%	25 0.78%	19 2.13%Tdfgh	8 0.71%fg	10 1.06%fgh	1 0.06%	- -	2 0.19%	2 0.55%g	15 0.85%	12 0.68%	10 0.80%	4 0.28%	27 0.77%	15 0.52%	37 0.73%	4 0.34%
Utility warehouse	26 0.41%a	5 0.17%	21 0.65%Ta	2 0.18%	2 0.22%	2 0.16%	7 0.59%	4 0.42%	9 0.90%Te	2 0.36%	5 0.28%	12 0.68%	2 0.19%	7 0.44%	17 0.48%	9 0.33%	18 0.34%	9 0.71%
KCOM / Karoo / Kingston Communications	26 0.41%aj	7 0.23%	19 0.59%	1 0.11%	2 0.20%	9 0.90%Tc	5 0.41%	5 0.58%	3 0.34%	1 0.20%	2 0.13%	10 0.53%	9 0.69%j	5 0.35%	12 0.33%	14 0.50%	24 0.46%	2 0.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 1

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Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
John Lewis Broadband	12 0.19%p	3 0.09%	9 0.29%	- -	2 0.22%	- -	1 0.10%	3 0.37%	5 0.52%Te	- -	- -	9 0.52%Tjm	2 0.17%	1 0.04%	9 0.27%	3 0.10%	4 0.09%	8 0.62%Tp
Zen Internet	10 0.15%	6 0.18%	4 0.13%	- -	1 0.12%	1 0.10%	1 0.06%	4 0.43%	2 0.20%	1 0.24%	7 0.40%Tk	- -	2 0.18%	1 0.04%	7 0.20%	3 0.10%	8 0.15%	2 0.17%
Hyperoptic	10 0.15%	4 0.13%	6 0.17%	- -	1 0.08%	2 0.23%	6 0.59%Th	- -	- -	- -	1 0.05%	4 0.22%	- -	5 0.30%	5 0.14%	5 0.16%	10 0.18%	- -
SSE	7 0.12%	3 0.09%	5 0.14%	1 0.17%	1 0.10%	2 0.22%	- -	- -	3 0.27%	- -	1 0.03%	3 0.17%	- -	4 0.25%	3 0.10%	4 0.14%	4 0.08%	3 0.25%
Ovo	5 0.08%	3 0.11%	2 0.06%	- -	- -	- -	3 0.24%	1 0.06%	2 0.17%	* 0.08%	2 0.12%	1 0.08%	- -	2 0.12%	3 0.10%	2 0.06%	4 0.07%	2 0.13%
Origin	5 0.08%p	5 0.15%	1 0.02%	- -	- -	- -	2 0.20%	- -	3 0.29%	- -	2 0.13%	1 0.05%	- -	2 0.14%	3 0.09%	2 0.08%	2 0.04%	3 0.24%
Community Fibre	5 0.08%	2 0.06%	3 0.09%	1 0.06%	- -	1 0.09%	1 0.05%	1 0.14%	2 0.15%	- -	1 0.06%	2 0.09%	1 0.10%	1 0.06%	3 0.07%	2 0.08%	5 0.10%	- -
Onestream	3 0.05%	2 0.08%	1 0.03%	1 0.07%	- -	2 0.18%	- -	1 0.12%	- -	- -	- -	2 0.09%	- -	2 0.12%	2 0.05%	2 0.06%	3 0.06%	1 0.04%
See The Light	3 0.05%	1 0.02%	3 0.08%	- -	1 0.05%	1 0.09%	1 0.07%	* 0.04%	- -	1 0.13%	1 0.03%	1 0.03%	2 0.17%	- -	1 0.03%	2 0.08%	3 0.06%	- -
The Phone Co-op	3 0.04%p	1 0.04%	1 0.04%	- -	- -	- -	- -	1 0.06%	1 0.09%	1 0.26%	1 0.06%	1 0.06%	1 0.04%	- -	2 0.06%	1 0.02%	* 0.01%	2 0.17%p
Three	2 0.04%	1 0.05%	1 0.03%	1 0.16%	- -	- -	1 0.08%	- -	- -	- -	1 0.05%	- -	- -	1 0.09%	1 0.02%	1 0.05%	1 0.02%	1 0.11%
Cuckoo Broadband	2 0.03%	2 0.07%	- -	- -	1 0.05%	- -	2 0.14%	- -	- -	- -	- -	2 0.12%	- -	- -	2 0.06%	- -	2 0.04%	- -
Direct Save Telecom	2 0.03%	* 0.01%	1 0.04%	- -	- -	* 0.04%	* 0.04%	- -	1 0.08%	- -	* 0.02%	- -	* 0.03%	1 0.05%	* 0.01%	1 0.04%	2 0.03%	- -
Wightfibre	1 0.02%	1 0.02%	1 0.02%	- -	- -	- -	1 0.07%	- -	1 0.06%	- -	- -	1 0.08%	- -	- -	1 0.04%	- -	1 0.03%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 1

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
IDNet	1 0.01%	1 0.03%	- -	- -	- -	- -	- -	* 0.04%	- -	1 0.13%	- -	1 0.05%	- -	- -	1 0.03%	- -	- -	1 0.07%
The Co-op	1 0.01%	* 0.01%	1 0.02%	- -	- -	- -	- -	1 0.06%	* 0.03%	- -	1 0.03%	- -	* 0.02%	- -	1 0.02%	* 0.01%	* 0.01%	1 0.04%
Home Telecom	1 0.01%	- -	1 0.02%	- -	- -	- -	- -	- -	1 0.06%	- -	- -	- -	- -	1 0.04%	- -	1 0.02%	1 0.01%	- -
Other answers	31 0.48%bp	22 0.70%Tb	9 0.27%	- -	9 0.85%cg	6 0.56%	6 0.53%	1 0.09%	8 0.81%cg	1 0.26%	15 0.86%Tm	6 0.31%	7 0.55%	3 0.19%	21 0.58%	10 0.35%	20 0.38%	11 0.88%
Don't have a landline telephone/line rental service	1009 15.83%ghiq	466 14.98%	537 16.57%	180 20.45%Tghi	235 22.13%Tfgh i	190 19.20%Tghi	181 16.50%ghi	114 12.45%hi	87 8.61%	22 5.29%	248 14.34%	299 16.65%	187 14.44%	274 17.71%jl	548 15.51%	461 16.22%	873 16.98%Tq	136 11.03%
Don't know	85 1.34%eghio	33 1.08%	51 1.56%	44 4.98%Tdefg hi	21 2.01%eghi	5 0.56%	11 0.98%gh	2 0.16%	2 0.17%	1 0.13%	18 1.06%	42 2.33%Tjlm	10 0.79%	15 0.95%	60 1.71%To	25 0.88%	68 1.31%	18 1.45%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 2

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
BT	1289 20.23%agr	1031 19.29%	125 23.57%a	69 22.90%	63 32.98%Tabc	125 23.57%gim	46 18.32%	118 16.73%	94 18.14%	96 17.35%	86 18.71%	69 22.90%g	117 19.57%	145 17.27%	195 22.35%gm	134 24.55%Tghim	63 32.98%Tefghijklmno	1192 21.82%Tr	91 10.76%
Sky	1115 17.50%	930 17.40%	99 18.60%	41 13.57%	45 23.72%Tac	99 18.60%	40 15.88%	129 18.31%	96 18.44%	113 20.33%km	83 18.08%	41 13.57%	115 19.19%	128 15.29%	141 16.17%	85 15.58%	45 23.72%Tkmno	968 17.72%	131 15.40%
Virgin Media	1029 16.15%bcdekopd	917 17.16%Tbcd	67 12.62%	26 8.51%	19 10.00%	67 12.62%	49 19.14%ekop	108 15.31%k	69 13.21%	129 23.19%Teghklop	81 17.72%kop	26 8.51%	85 14.11%k	165 19.63%Tehklop	168 19.25%Tehklop	65 11.92%	19 10.00%	872 15.95%	145 17.05%
TalkTalk	549 8.62%	458 8.57%	44 8.27%	37 12.36%Tad	10 5.13%	44 8.27%	20 7.74%	80 11.31%Thop	32 6.25%	46 8.26%	47 10.19%	37 12.36%Thmop	61 10.25%ho	66 7.91%	71 8.17%	35 6.36%	10 5.13%	460 8.43%	87 10.20%
Plusnet	369 5.80%amr	293 5.47%	36 6.86%	34 11.12%Tad	7 3.47%	36 6.86%m	13 5.08%	45 6.38%m	25 4.78%	32 5.72%	34 7.51%mn	34 11.12%Tfghimnop	43 7.24%mn	30 3.51%	36 4.16%	35 6.36%m	7 3.47%	337 6.17%Tr	31 3.68%
Vodafone	330 5.19%aiq	262 4.89%	35 6.61%	22 7.24%	12 6.24%	35 6.61%i	15 5.75%i	37 5.20%i	28 5.30%i	13 2.42%	29 6.39%i	22 7.24%i	27 4.56%	37 4.42%	50 5.75%i	25 4.67%	12 6.24%i	249 4.55%	79 9.36%Tq
EE	246 3.86%dnpq	205 3.84%d	17 3.11%	23 7.63%Tabd	1 0.55%	17 3.11%	17 6.74%Tehjnp	29 4.07%p	14 2.69%	19 3.34%	14 2.98%	23 7.63%Teghijnop	29 4.85%np	45 5.39%Thnp	20 2.30%	19 3.52%	1 0.55%	188 3.43%	57 6.75%Tq
Now TV Broadband	100 1.57%	89 1.66%	5 0.99%	5 1.63%	1 0.36%	5 0.99%	2 0.73%	22 3.12%Tehi	4 0.82%	5 0.86%	5 1.15%	5 1.63%	10 1.66%	14 1.70%	16 1.79%	11 1.98%	1 0.36%	86 1.58%	13 1.58%
Shell Energy Broadband	51 0.80%	44 0.83%	4 0.77%	2 0.64%	1 0.27%	4 0.77%	5 2.14%Til	7 1.02%	7 1.37%	1 0.25%	5 1.14%	2 0.64%	2 0.35%	6 0.75%	7 0.76%	3 0.58%	1 0.27%	47 0.87%	4 0.43%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
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		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Post Office	42 0.65%q	39 0.74%	* 0.07%	2 0.65%	- -	* 0.07%	1 0.45%	9 1.21%ej	1 0.24%	2 0.43%	- -	2 0.65%	4 0.67%	11 1.37%Tej	5 0.55%	6 1.05%	- -	22 0.40%	17 2.04%Tq
Utility warehouse	26 0.41%	21 0.39%	3 0.51%	3 0.89%	- -	3 0.51%	1 0.47%	3 0.44%	1 0.19%	4 0.69%	1 0.13%	3 0.89%	2 0.37%	2 0.28%	3 0.37%	3 0.64%	- -	25 0.46%	1 0.13%
KCOM / Karoo / Kingston Communications	26 0.41%	26 0.49%	- -	- -	- -	- -	- -	- -	26 5.03%Tefgijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	26 0.47%	- -
John Lewis Broadband	12 0.19%	11 0.21%	- -	1 0.36%	- -	- -	- -	- -	- -	- -	1 0.13%	1 0.36%	- -	3 0.34%	5 0.52%	3 0.56%	- -	12 0.22%	- -
Zen Internet	10 0.15%	9 0.17%	- -	1 0.27%	- -	- -	- -	2 0.22%	* 0.10%	- -	- -	1 0.27%	2 0.29%	3 0.35%	1 0.11%	1 0.24%	- -	10 0.18%	- -
Hyperoptic	10 0.15%q	9 0.16%	1 0.16%	- -	- -	1 0.16%	- -	- -	2 0.43%	- -	- -	- -	- -	6 0.76%Tn	- -	- -	- -	6 0.10%	4 0.47%q
SSE	7 0.12%	7 0.14%	- -	- -	- -	- -	1 0.46%	- -	1 0.14%	- -	- -	- -	- -	- -	4 0.50%T	1 0.22%	- -	7 0.14%	- -
Ovo	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	1 0.24%	1 0.10%	- -	- -	1 0.20%	- -	1 0.07%	2 0.32%	- -	5 0.10%	- -
Origin	5 0.08%	5 0.10%	- -	- -	- -	- -	1 0.26%	- -	1 0.29%	- -	- -	- -	- -	1 0.10%	2 0.26%	- -	- -	5 0.10%	- -
Community Fibre	5 0.08%q	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 0.58%T	- -	- -	- -	2 0.04%	3 0.32%q
Onestream	3 0.05%	3 0.06%	- -	- -	* 0.25%	- -	- -	1 0.16%	- -	- -	1 0.12%	- -	- -	1 0.16%	- -	- -	* 0.25%	2 0.04%	1 0.16%
See The Light	3 0.05%	3 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.11%	- -	1 0.16%	- -	* 0.05%	1 0.25%	- -	3 0.06%	- -
The Phone Co-op	3 0.04%	2 0.04%	1 0.10%	- -	- -	1 0.10%	- -	1 0.08%	- -	- -	- -	- -	* 0.06%	* 0.06%	1 0.07%	- -	- -	3 0.05%	- -

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Overlap formulae used.

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Absolutes/col percents

Table 2

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		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Three	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	- -	2 0.44%T	- -	- -	- -	- -	- -	- -	- -	- -	2 0.04%	- -
Cuckoo Broadband	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	1 0.10%	- -	- -	- -	- -	- -	2 0.18%	- -	- -	2 0.03%	1 0.06%
Direct Save Telecom	2 0.03%	1 0.02%	* 0.08%	- -	- -	* 0.08%	- -	- -	- -	1 0.15%	- -	- -	- -	- -	- -	* 0.07%	- -	2 0.03%	- -
Wightfibre	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.16%	- -	- -	1 0.02%	- -
IDNet	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.12%	- -	* 0.06%	- -	- -	- -	- -	1 0.02%	- -
The Co-op	1 0.01%	* 0.01%	1 0.10%	- -	- -	1 0.10%	- -	* 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -
Home Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.07%	- -	- -	- -	1 0.01%	- -
Other answers	31 0.48%	21 0.40%	4 0.68%	1 0.27%	5 2.41%Ta	4 0.68%	- -	2 0.29%	1 0.25%	3 0.50%	* 0.08%	1 0.27%	1 0.12%	10 1.14%Tn	1 0.14%	4 0.65%	5 2.41%Tfgh ijln	22 0.41%	6 0.71%
Don't have a landline telephone/line rental service	1009 15.83%c k	863 16.15%c	87 16.36%c	31 10.10%	28 14.61%	87 16.36%k	38 14.99%	99 14.05%	107 20.66%Tgi jkn	84 15.17%	65 14.20%	31 10.10%	94 15.65%k	138 16.40%k	134 15.43%	104 19.04%gk	28 14.61%	853 15.61%	147 17.32%
Don't know	85 1.34%q	77 1.44%	3 0.52%	6 1.85%	- -	3 0.52%	5 1.85%	14 2.05%	5 0.90%	7 1.23%	6 1.22%	6 1.85%	4 0.64%	21 2.51%Teln	8 0.90%	8 1.45%	- -	52 0.95%	30 3.59%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
BT	1289 20.23%cdfghik l	1289 24.42%Tcdfgh ikl	1289 100.00%Tacdfghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sky	1115 17.50%bcdghik l	1115 21.13%Tbcdghikl	- -	- -	- -	- -	1115 100.00%Tabcdghikl	- -	- -	- -	- -	- -	- -	- -
Virgin Media	1029 16.15%bcdfgik l	1029 19.50%Tbcdfgikl	- -	- -	- -	- -	- -	- -	1029 100.00%Tabcdfgikl	- -	- -	- -	- -	- -
TalkTalk	549 8.62%bcdfhik l	549 10.41%Tbcdfhikl	- -	- -	- -	- -	- -	549 100.00%Tabcdfhikl	- -	- -	- -	- -	- -	- -
Plusnet	369 5.80%bcfghik	369 7.00%Tbcfghik	- -	- -	369 100.00%Tabcfghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -
Vodafone	330 5.19%bcdfghk	330 6.26%Tbcdfghk	- -	- -	- -	- -	- -	- -	- -	330 100.00%Tabcdfghkl	- -	- -	- -	- -
EE	246 3.86%bdfghi	246 4.66%Tbdfghi	- -	246 100.00%Tabdfghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Now TV Broadband	100 1.57%bdfgh	100 1.89%Tbdfghi	- -	- -	- -	- -	- -	- -	- -	- -	- -	100 100.00%Tabcdfghil	- -	- -
Shell Energy Broadband	51 0.80%bfh	51 0.97%Tbfgh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	51 100.00%Tabcdfghik	- -
Post Office	42 0.65%bfh	42 0.79%Tbfh	- -	- -	- -	42 100.00%	- -	- -	- -	- -	- -	- -	- -	- -
Utility warehouse	26 0.41%b	26 0.50%bf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	26 100.00%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3

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If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
KCOM / Karoo / Kingston Communications	26 0.41%b	26 0.49%bf	- -	- -	- -	- -	- -	- -	- -	- -	26 100.00%	- -	- -	- -
John Lewis Broadband	12 0.19%	12 0.23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Zen Internet	10 0.15%	10 0.19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Hyperoptic	10 0.15%	10 0.18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SSE	7 0.12%	7 0.14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ovo	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Origin	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Community Fibre	5 0.08%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Onestream	3 0.05%	3 0.07%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
See The Light	3 0.05%	3 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The Phone Co-op	3 0.04%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Three	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cuckoo Broadband	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Direct Save Telecom	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Wightfibre	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
IDNet	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The Co-op	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Home Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other answers	31 0.48%bf	31 0.58%Tbfh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't have a landline telephone/line rental service	1009 15.83%abcdfghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	85 1.34%abfgh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
BT	1289 20.23%vyz	1275 20.22%vyz	193 82.87%Tnpqrs tuvwxyzA	255 22.79%uvwyzA	82 19.12%vz	9 18.51%z	215 20.83%vyz	110 20.10%vz	101 16.81%vz	44 10.02%	137 18.02%vz	24 18.51%vz	14 11.60%	27 6.53%	12 11.36%
Sky	1115 17.50%opqvwx yA	1106 17.55%opqvwxy A	2 0.78%	159 14.23%ov	50 11.80%ov	6 11.55%o	199 19.31%opqvwx yA	111 20.20%opqvwx yA	104 17.37%oqvxyA	21 4.83%o	110 14.43%ov	11 8.61%o	8 7.13%o	294 70.32%Tnopqrs tuvwxyA	7 6.36%o
Virgin Media	1029 16.15%opqz	1022 16.21%opqz	2 0.67%	141 12.61%oz	48 11.33%oz	5 10.38%oz	182 17.65%opqz	79 14.44%oz	108 18.08%opqz	236 54.06%Tnopqr stuwxyzA	110 14.46%oz	27 21.10%opqz	17 14.09%oz	10 2.32%	18 17.29%oz
TalkTalk	549 8.62%opz	540 8.57%opz	4 1.87%	72 6.41%o	41 9.61%oz	4 8.50%o	107 10.34%opvz	60 10.86%opvz	70 11.75%Tnopvwy z	28 6.44%o	61 7.96%oz	17 13.63%opvyz	5 4.28%	15 3.64%	14 13.29%opyz
Plusnet	369 5.80%opvz	365 5.78%opvz	5 2.18%	44 3.92%	44 10.20%Tnopsu vwz	5 10.18%ovz	58 5.63%vz	40 7.22%opvz	27 4.56%	11 2.44%	34 4.43%	6 4.57%	42 35.38%Tnopqrs tuvwxzA	9 2.16%	12 11.73%Tnopsuvwz
Vodafone	330 5.19%ps	329 5.22%ps	8 3.48%	16 1.44%	24 5.74%ps	4 7.94%p	29 2.81%	18 3.22%p	19 3.23%p	15 3.51%p	154 20.25%Tnopqst uvxyzA	4 3.21%	4 3.53%	13 3.06%	1 0.70%
EE	246 3.86%stuw	246 3.91%stuvw	3 1.37%	162 14.49%Tnoqrst uvwxyzA	11 2.49%	- -	22 2.13%	9 1.72%	9 1.43%	8 1.79%	8 1.07%	3 1.98%	1 0.77%	11 2.52%	- -
Now TV Broadband	100 1.57%pw	99 1.57%pw	2 0.81%	8 0.75%	5 1.19%	- -	16 1.54%w	11 2.05%w	18 2.93%Tnpvwz	2 0.38%	3 0.33%	5 3.63%pvwz	5 4.06%pvwz	2 0.55%	4 4.36%pvwz
Shell Energy Broadband	51 0.80%s	50 0.80%s	- -	11 0.95%	3 0.63%	- -	3 0.25%	10 1.84%Tnsz	6 1.01%	2 0.56%	7 0.88%	* 0.37%	1 0.89%	- -	2 1.53%z
Post Office	42 0.65%	41 0.65%	4 1.70%uv	6 0.53%	12 2.72%Tnpsuvwz	- -	7 0.64%	6 1.12%	1 0.17%	* 0.11%	3 0.45%	- -	- -	1 0.28%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Utility warehouse	26 0.41%	26 0.42%	- -	6 0.52%	3 0.61%	- -	3 0.25%	1 0.26%	2 0.29%	1 0.14%	1 0.08%	- -	- -	3 0.65%	- -
KCOM / Karoo / Kingston Communications	26 0.41%	26 0.41%	- -	6 0.56%	4 0.90%	- -	4 0.42%	4 0.71%	1 0.09%	- -	5 0.63%	1 0.41%	- -	1 0.22%	1 0.97%
John Lewis Broadband	12 0.19%	12 0.19%	- -	* 0.03%	3 0.63%p	- -	1 0.05%	4 0.72%Tnps	- -	- -	3 0.34%	- -	1 0.48%	1 0.34%	- -
Zen Internet	10 0.15%	10 0.16%	- -	1 0.09%	2 0.56%	- -	2 0.21%	- -	1 0.18%	* 0.07%	1 0.13%	1 0.98%t	- -	- -	- -
Hyperoptic	10 0.15%	10 0.15%	- -	1 0.08%	- -	- -	9 0.84%Tnpw	- -	- -	- -	- -	- -	- -	- -	- -
SSE	7 0.12%	7 0.12%	- -	1 0.13%	* 0.10%	- -	- -	1 0.26%	1 0.21%	* 0.07%	- -	- -	1 1.02%Tnsw	- -	- -
Ovo	5 0.08%	5 0.08%	- -	3 0.23%	1 0.13%	- -	- -	* 0.06%	- -	- -	1 0.16%	1 0.46%	- -	- -	- -
Origin	5 0.08%	5 0.08%	- -	1 0.06%	- -	- -	- -	- -	1 0.14%	1 0.34%	- -	- -	- -	- -	2 2.19%Tnpqstuwz
Community Fibre	5 0.08%	5 0.08%	- -	1 0.09%	- -	1 1.02%su	- -	1 0.20%	- -	- -	2 0.30%	- -	- -	- -	- -
Onestream	3 0.05%	3 0.06%	- -	- -	- -	1 2.69%Tnopqstvwz	1 0.05%	- -	2 0.27%	- -	- -	- -	- -	- -	- -
See The Light	3 0.05%n	3 0.04%	- -	- -	- -	- -	1 0.08%	* 0.07%	- -	- -	- -	- -	1 0.48%p	1 0.22%	- -
The Phone Co-op	3 0.04%n	2 0.03%	- -	- -	- -	- -	1 0.10%	- -	- -	* 0.09%	- -	- -	- -	- -	1 0.54%np
Three	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	- -	2 0.38%Tn	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Cuckoo Broadband	2 0.03%	2 0.03%	- -	- -	1 0.13%	- -	- -	- -	- -	2 0.36%Tn	- -	- -	- -	- -	- -
Direct Save Telecom	2 0.03%	2 0.03%	- -	- -	1 0.18%	- -	- -	1 0.15%	- -	- -	- -	- -	- -	- -	- -
Wightfibre	1 0.02%	1 0.02%	- -	1 0.07%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
IDNet	1 0.01%	1 0.01%	- -	- -	1 0.21%Tn	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The Co-op	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.07%	- -	- -	- -	- -
Home Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	1 0.06%	- -	- -	- -	- -	- -	- -	- -	- -
Other answers	31 0.48%	31 0.48%	2 0.77%	1 0.09%	1 0.19%	3 5.61%Tnpqstu vwyz	6 0.61%	3 0.63%	3 0.44%	- -	5 0.66%	1 0.61%	- -	- -	3 2.91%Tnpqsuvz
Don't have a landline telephone/line rental service	1009 15.83%otz	1004 15.93%otz	8 3.50%	211 18.88%Tnotwz	86 20.18%Tnotwz	11 22.16%oz	158 15.30%oz	66 11.98%oz	115 19.17%otwz	64 14.60%oz	109 14.33%oz	27 20.92%otz	18 14.90%oz	28 6.76%	26 24.94%Tnostvwz
Don't know	85 1.34%n	71 1.13%	- -	12 1.06%	6 1.34%	1 1.47%	9 0.88%	12 2.18%nv	9 1.48%	1 0.19%	8 1.01%	1 1.01%	2 1.41%	2 0.42%	2 1.82%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
BT	1289 20.23%cdfghiklqrs	1264 20.79%Tcdfghikl	1119 86.19%Tacdfghikl	17 6.10%dfgh	11 2.55%	5 15.00%	39 3.10%	13 2.20%	28 2.04%	11 3.01%	- -	2 1.37%	1 1.21%	- -	674 19.61%qrs	337 77.13%Toqrs	316 16.81%rs	4 2.52%	15 1.62%	197 17.89%	735 21.66%Tt	255 19.56%	412 20.48%	843 20.52%
Sky	1115 17.50%bcdghiklprs	1099 18.08%Tbcdghikl	8 0.61%	13 4.67%bdgh	1 0.19%	1 3.02%	1050 84.04%Tabcdghikl	10 1.73%bdh	7 0.51%	7 1.80%dh	- -	1 1.28%	- -	- -	988 28.77%Tprs	5 1.24%	968 51.42%Toprs	4 2.39%	9 1.00%	183 16.67%	611 18.00%	234 17.94%	338 16.79%	735 17.90%
Virgin Media	1029 16.15%bcdfgiklpqr	1024 16.85%Tbcdfgikl	8 0.64%	8 2.79%bfg	4 0.86%	2 6.85%	4 0.31%	4 0.71%	981 71.77%Tabcdfgikl	11 3.04%bfg	* 0.84%	- -	- -	- -	819 23.86%Tpqr	9 2.14%	72 3.80%	3 1.86%	734 80.87%Topqr	175 15.96%	550 16.20%	223 17.13%	330 16.40%	651 15.86%
TalkTalk	549 8.62%bcdfhiklopqsv	543 8.94%Tbcdfhikl	9 0.71%	5 1.83%dh	1 0.17%	5 15.18%	9 0.72%	505 83.37%Tabcdfhikl	6 0.46%	3 0.72%	- -	- -	- -	- -	231 6.73%pqs	13 2.99%s	82 4.37%s	123 72.38%Topqs	11 1.18%	108 9.86%v	317 9.34%Tv	83 6.35%	182 9.06%	342 8.33%
Plusnet	369 5.80%bcfghikopqs	367 6.04%Tbcfghik	4 0.28%	1 0.39%	353 85.40%Tabcfghikl	- -	1 0.08%	- -	6 0.46%	2 0.52%	- -	- -	- -	- -	76 2.22%s	7 1.50%	53 2.80%os	4 2.63%	8 0.83%	68 6.16%	214 6.30%	69 5.33%	128 6.37%	229 5.59%
Vodafone	330 5.19%bcdfghkos	319 5.24%bcdfghk	12 0.90%	5 1.66%	2 0.43%	3 8.03%	5 0.43%	9 1.56%f	12 0.91%	269 72.47%Tabcdfghkl	- -	- -	- -	- -	143 4.15%s	16 3.74%	92 4.86%s	9 5.16%	22 2.47%	55 5.05%	175 5.16%	77 5.90%	100 4.96%	218 5.31%
EE	246 3.86%bdfghos	235 3.87%bdfgh	18 1.35%	170 59.86%Tabdfghikl	3 0.77%	2 4.74%	25 2.03%gh	2 0.30%	7 0.55%	8 2.05%gh	- -	- -	1 1.27%	- -	108 3.15%s	15 3.39%	67 3.58%s	5 2.75%	14 1.53%	59 5.37%Tuv	122 3.61%	36 2.77%	64 3.19%	169 4.13%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5

Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
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Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Now TV Broadband	100 1.57%bd fghiopq s	98 1.62%bdfgh i	- -	- -	- -	- -	2 0.13%	- -	- -	- -	- -	94 83.21%Tabcd fghil	- -	- -	8 0.24%	- -	7 0.37%	- -	- -	13 1.16%	55 1.61%	26 1.97%	30 1.51%	69 1.67%
Shell Energy Broadband	51 0.80%bf hoqs	47 0.78%bfh	- -	- -	1 0.22%	- -	- -	- -	- -	- -	- -	- -	46 79.60%Tabcd fghik	- -	6 0.16%	- -	4 0.22%	1 0.87%s	- -	7 0.64%	29 0.87%	8 0.65%	14 0.67%	36 0.86%
Post Office	42 0.65%bu x	42 0.69%b	2 0.12%	3 0.92%b	2 0.57%	15 47.19%	10 0.81%b	* 0.08%	5 0.40%	3 0.77%	- -	- -	1 2.13%bg	- -	31 0.90%q	4 0.84%	10 0.51%	8 4.51%To pqs	10 1.07%	17 1.56%Tu v	13 0.38%	6 0.50%	22 1.07%Tx	17 0.42%
Utility warehouse	26 0.41%bh o	26 0.43%bfh	- -	- -	- -	- -	- -	1 0.21%	- -	- -	- -	- -	- -	24 87.36%	6 0.18%	- -	6 0.32%	- -	- -	1 0.08%	20 0.60%T	3 0.22%	11 0.55%	15 0.37%
KCOM / Karoo / Kingston Communications	26 0.41%bh	26 0.42%bh	- -	- -	- -	- -	- -	- -	- -	- -	26 75.03%	- -	- -	- -	13 0.39%	- -	13 0.71%os	- -	- -	7 0.62%	17 0.51%	2 0.15%	8 0.41%	13 0.33%
John Lewis Broadband	12 0.19%o	12 0.20%	- -	- -	* 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.06%	2 0.50%oq	- -	- -	- -	1 0.13%	6 0.17%	4 0.35%	2 0.10%	10 0.24%
Zen Internet	10 0.15%o	10 0.16%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	1 0.05%	- -	- -	2 0.14%	5 0.15%	3 0.24%	2 0.09%	8 0.20%
Hyperoptic	10 0.15%a	7 0.11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 0.17%	- -	3 0.18%	- -	- -	2 0.20%	4 0.13%	3 0.22%	3 0.13%	5 0.11%
SSE	7 0.12%o	7 0.12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	2 0.17%	5 0.14%	1 0.05%	3 0.17%	4 0.10%
Ovo	5 0.08%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.06%	- -	2 0.10%	- -	- -	2 0.16%	2 0.06%	1 0.11%	3 0.16%	2 0.05%
Origin	5 0.08%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.13%	1 0.04%	- -	2 0.11%	3 0.07%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5

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If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Community Fibre	5 0.08%	5 0.08%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.04%	- -	1 0.05%	- -	- -	2 0.17%	2 0.05%	- -	* 0.02%	4 0.11%
Onestream	3 0.05%	3 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	* 0.04%	2 0.07%	- -	1 0.05%	2 0.06%
See The Light	3 0.05%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.08%	- -	3 0.14%	- -	- -	1 0.09%	2 0.05%	1 0.04%	1 0.04%	2 0.06%
The Phone Co-op	3 0.04%	3 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.05%	* 0.01%	1 0.08%	- -	3 0.06%
Three	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	- -	- -	- -	- -	1 0.04%	1 0.07%	1 0.07%	- -
Cuckoo Broadband	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.05%	- -	- -	- -	- -	- -	1 0.02%	2 0.12%	1 0.03%	2 0.04%
Direct Save Telecom	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.08%	* 0.01%	* 0.03%	- -	2 0.04%
Wightfibre	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	- -	1 0.04%	- -	1 0.07%	- -
IDNet	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	* 0.02%	1 0.01%
The Co-op	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 0.01%	1 0.04%	1 0.03%	* 0.01%
Home Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	- -	1 0.01%
Other answers	31 0.48%bo	29 0.48%b	- -	- -	1 0.15%	- -	2 0.13%	- -	2 0.13%	4 1.03%bfgh	- -	- -	* 0.63%b	- -	7 0.20%	- -	4 0.21%	- -	1 0.13%	3 0.23%	13 0.37%	12 0.91%	6 0.30%	23 0.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Don't have a landline telephone/line rental service	1009 15.83%a bdfgopq rsu	853 14.02%bd fg	108 8.33%	60 21.27%Ta bdfgi	32 7.74%	- -	96 7.67%	57 9.43%	303 22.19%T abdfgi	53 14.18%b df	8 24.13%	15 13.62%	8 14.08%	3 12.64%	286 8.33%	27 6.29%	164 8.70%	8 4.93%	79 8.69%	173 15.76%	473 13.93%	242 18.54%T u	325 16.15%	645 15.70%
Don't know	85 1.34%af hoqu	37 0.60%	11 0.87%	1 0.51%	4 0.85%	- -	7 0.54%	3 0.43%	8 0.59%	1 0.40%	- -	1 0.52%	1 1.09%	- -	19 0.56%	1 0.23%	13 0.69%	- -	5 0.60%	18 1.63%u	14 0.42%	10 0.75%	21 1.02%	52 1.27%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 6

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
EE	1117 17.53%gm	512 16.48%	599 18.47%	159 18.13%	202 18.99%g	171 17.35%	204 18.58%g	133 14.46%	185 18.39%g	63 14.90%	311 17.92%	330 18.38%	237 18.32%	239 15.45%	641 18.15%	476 16.75%	881 17.13%	236 19.18%
O2	1032 16.20%c	495 15.91%	537 16.56%	95 10.77%	174 16.31%c	194 19.66%Tcf	166 15.16%c	153 16.63%c	173 17.20%c	78 18.55%c	273 15.74%	281 15.64%	226 17.46%	253 16.31%	554 15.69%	478 16.83%	827 16.09%	205 16.68%
Vodafone	761 11.95%hmop	389 12.52%	371 11.45%	123 13.95%h	137 12.90%h	130 13.13%h	126 11.52%	96 10.42%	91 9.07%	59 13.97%h	204 11.76%	258 14.37%Tjlm	144 11.15%	155 10.04%	462 13.09%To	300 10.54%	584 11.36%	177 14.44%Tp
Three	599 9.40%hinq	310 9.98%	287 8.86%	80 9.11%i	132 12.42%Tghi	113 11.42%Tghi	108 9.86%i	76 8.30%i	72 7.14%	18 4.26%	154 8.87%	145 8.09%	130 10.03%	170 10.99%k	299 8.47%	300 10.55%Tn	514 10.00%Tq	85 6.89%
Tesco Mobile	550 8.63%acde	229 7.38%	319 9.84%Ta	54 6.16%	48 4.53%	54 5.45%	94 8.57%de	101 11.01%Tcde	133 13.26%Tcde f	65 15.46%Tcdef g	145 8.38%	151 8.38%	111 8.56%	143 9.25%	296 8.38%	254 8.93%	424 8.25%	125 10.21%
Virgin Media	436 6.84%q	220 7.09%	213 6.58%	74 8.43%	69 6.52%	57 5.77%	67 6.15%	72 7.84%	68 6.77%	28 6.58%	140 8.10%Tm	117 6.53%	92 7.11%	86 5.56%	258 7.30%	178 6.27%	392 7.62%Tq	44 3.59%
giffgaff	426 6.69%hi	191 6.14%	231 7.13%	90 10.19%Tefgh i	85 7.96%hi	68 6.91%i	74 6.77%i	50 5.42%	47 4.64%	13 3.15%	103 5.95%	125 6.95%	83 6.38%	116 7.49%	228 6.46%	198 6.98%	347 6.75%	79 6.45%
Sky	418 6.57%	212 6.81%	207 6.38%	62 7.08%	60 5.60%	60 6.07%	96 8.79%Tdegh	54 5.88%	60 5.92%	27 6.40%	118 6.83%	100 5.59%	90 6.93%	110 7.11%	219 6.20%	200 7.03%	344 6.69%	74 6.06%
BT Mobile	232 3.65%be	137 4.41%Tb	95 2.93%	38 4.34%e	33 3.14%	20 2.03%	30 2.72%	47 5.12%Tef	49 4.84%ef	15 3.61%	82 4.73%Tl	59 3.31%	37 2.88%	54 3.47%	141 4.01%	91 3.20%	185 3.60%	47 3.84%
Lebara	143 2.25%h	77 2.48%	66 2.04%	17 1.88%	25 2.35%	28 2.79%h	30 2.71%	19 2.02%	13 1.29%	13 3.07%h	41 2.36%	38 2.13%	27 2.10%	37 2.38%	79 2.24%	64 2.25%	117 2.27%	26 2.13%
iD Mobile	127 1.99%	58 1.88%	69 2.12%	14 1.55%	19 1.77%	25 2.49%	22 1.97%	21 2.33%	22 2.21%	5 1.14%	36 2.09%	33 1.85%	26 2.00%	32 2.05%	69 1.97%	58 2.03%	106 2.06%	21 1.74%
Plusnet	118 1.85%dp	51 1.64%	66 2.03%	21 2.37%d	6 0.61%	15 1.55%	16 1.49%	26 2.80%d	24 2.35%d	10 2.31%d	33 1.90%	36 1.98%	20 1.52%	30 1.92%	69 1.94%	49 1.74%	83 1.61%	35 2.88%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
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		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Smarty	103 1.61%bc	62 1.99%	41 1.26%	6 0.69%	21 1.96%c	20 2.07%c	20 1.79%	23 2.51%Tch	9 0.87%	4 0.93%	23 1.30%	27 1.50%	24 1.88%	29 1.85%	50 1.40%	53 1.87%	83 1.61%	20 1.62%
Lycamobile	49 0.77%hq	29 0.92%	21 0.64%	10 1.13%h	18 1.70%Tfghi	12 1.18%hi	4 0.36%	4 0.45%	2 0.16%	- -	14 0.81%	10 0.56%	8 0.64%	17 1.09%	24 0.68%	25 0.89%	49 0.95%Tq	1 0.05%
Talk mobile	48 0.75%l	26 0.84%	22 0.67%	4 0.49%	7 0.69%	5 0.52%	9 0.80%	8 0.83%	13 1.26%	2 0.50%	14 0.79%	17 0.92%	4 0.28%	14 0.91%	30 0.86%	18 0.62%	39 0.75%	9 0.76%
Voxi	36 0.57%	13 0.41%	22 0.68%	12 1.38%Tghi	11 1.00%gh	5 0.53%	6 0.53%	1 0.10%	2 0.17%	- -	12 0.69%	10 0.57%	5 0.41%	9 0.57%	22 0.63%	14 0.50%	30 0.58%	6 0.52%
Asda Mobile	36 0.57%bn	25 0.80%b	12 0.36%	1 0.07%	2 0.21%	2 0.21%	9 0.78%	7 0.78%	12 1.15%Tcde	4 0.96%c	6 0.35%	7 0.41%	8 0.61%	15 0.96%	14 0.38%	23 0.80%	28 0.54%	9 0.69%
1p Mobile	18 0.28%	11 0.34%	8 0.23%	1 0.13%	1 0.05%	2 0.16%	4 0.32%	4 0.45%	4 0.36%	3 0.81%d	3 0.20%	4 0.24%	4 0.31%	6 0.40%	8 0.22%	10 0.36%	13 0.25%	5 0.41%
Utility Warehouse	13 0.21%a	1 0.04%	12 0.38%Ta	- -	2 0.23%	- -	3 0.30%	2 0.20%	6 0.57%Te	- -	5 0.27%	6 0.32%	1 0.07%	2 0.13%	10 0.29%	3 0.10%	10 0.19%	3 0.28%
Talk Talk	11 0.17%	5 0.16%	6 0.17%	- -	- -	- -	1 0.05%	6 0.61%Tde	2 0.21%	2 0.55%de	1 0.05%	6 0.34%	2 0.18%	1 0.08%	7 0.20%	4 0.13%	11 0.20%	- -
CMLink	6 0.10%	2 0.06%	4 0.13%	4 0.51%T	1 0.11%	- -	1 0.05%	- -	- -	- -	1 0.07%	5 0.28%T	- -	- -	6 0.18%	- -	5 0.10%	1 0.09%
CTExcel	3 0.04%	1 0.03%	2 0.05%	3 0.31%T	- -	- -	- -	- -	- -	- -	* 0.03%	2 0.12%	- -	- -	3 0.08%	- -	3 0.05%	- -
T-Mobile	2 0.04%	2 0.07%	- -	- -	1 0.12%	1 0.11%	- -	- -	- -	- -	- -	1 0.07%	- -	1 0.07%	1 0.04%	1 0.04%	2 0.05%	- -
Ecotalk	2 0.03%	1 0.04%	1 0.02%	- -	- -	- -	1 0.06%	1 0.06%	1 0.06%	- -	1 0.04%	- -	1 0.04%	1 0.04%	1 0.02%	1 0.04%	2 0.03%	- -
RWG Mobile	1 0.02%	1 0.04%	- -	- -	* 0.04%	1 0.09%	- -	- -	- -	- -	- -	1 0.08%	- -	- -	1 0.04%	- -	1 0.03%	- -
Other answers	18 0.28%	9 0.27%	9 0.27%	5 0.52%	1 0.11%	1 0.06%	2 0.17%	4 0.40%	3 0.29%	3 0.70%e	3 0.15%	4 0.21%	4 0.31%	7 0.48%	6 0.18%	11 0.40%	15 0.29%	3 0.25%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 6

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Don't have a personal mobile	44 0.69%ce	25 0.82%	18 0.57%	- -	2 0.19%	1 0.07%	4 0.34%	8 0.92%ce	18 1.83%Tcdef	11 2.55%Tcdefg	7 0.39%	13 0.71%	13 1.01%	12 0.75%	20 0.55%	25 0.87%	31 0.61%	13 1.04%
Don't know	23 0.37%	16 0.53%	7 0.21%	7 0.82%h	5 0.48%	4 0.41%	2 0.17%	4 0.43%	- -	1 0.30%	4 0.23%	8 0.46%	1 0.06%	10 0.66%l	12 0.35%	11 0.39%	21 0.41%	2 0.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 7

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
EE	1117 17.53%dp	949 17.75%d	83 15.70%	66 21.81%d	19 9.77%	83 15.70%	47 18.71%p	125 17.72%p	84 16.16%	130 23.33%Teghlmnop	92 20.15%p	66 21.81%lnp	93 15.57%	149 17.76%p	134 15.39%	94 17.27%p	19 9.77%	964 17.66%	140 16.51%
O2	1032 16.20%chikr	847 15.85%c	96 18.05%c	32 10.66%	57 29.73%Tabc	96 18.05%hik	40 15.97%	114 16.17%i	63 12.10%	64 11.51%	88 19.16%hik	32 10.66%	111 18.46%hik	151 18.00%hik	140 16.04%i	77 14.08%	57 29.73%Tefghijklmno	911 16.69%Tr	110 12.95%
Vodafone	761 11.95%i	641 11.99%	66 12.40%	29 9.67%	25 13.27%	66 12.40%i	26 10.12%	83 11.73%i	73 13.99%ij	37 6.63%	42 9.26%	29 9.67%	59 9.91%	101 11.97%i	144 16.49%Tfgijklm	77 14.18%ij	25 13.27%i	647 11.84%	110 13.00%
Three	599 9.40%q	499 9.34%	58 10.93%	27 9.03%	14 7.45%	58 10.93%	27 10.57%	71 10.05%	51 9.81%	55 9.80%	35 7.71%	27 9.03%	50 8.38%	82 9.75%	84 9.59%	45 8.27%	14 7.45%	482 8.82%	111 13.02%Tq
Tesco Mobile	550 8.63%aimr	434 8.11%	62 11.68%Ta	31 10.34%	22 11.73%	62 11.68%Thim	23 9.11%	57 8.15%	35 6.71%	33 5.96%	40 8.70%	31 10.34%i	61 10.12%im	54 6.48%	83 9.55%i	47 8.66%	22 11.73%im	514 9.42%Tr	30 3.48%
Virgin Media	436 6.84%beo	392 7.34%Tb	22 4.08%	13 4.25%	9 4.71%	22 4.08%	25 9.94%eko	47 6.73%	35 6.71%	53 9.45%Teko	28 6.11%	13 4.25%	50 8.34%eko	71 8.46%eko	59 6.81%	24 4.40%	9 4.71%	371 6.79%	63 7.45%
giffgaff	426 6.69%q	357 6.68%	33 6.22%	27 8.77%	10 5.20%	33 6.22%	16 6.49%	39 5.56%	51 9.89%Tgmn	40 7.14%	32 6.99%	27 8.77%n	46 7.63%	50 5.95%	44 5.06%	38 7.05%	10 5.20%	328 6.00%	94 11.07%Tq
Sky	418 6.57%n	345 6.45%	26 4.80%	25 8.24%	23 12.01%Tab	26 4.80%	13 5.03%	40 5.68%	39 7.56%n	47 8.47%en	32 7.10%	25 8.24%n	48 8.08%n	48 5.67%	38 4.37%	39 7.18%	23 12.01%Tefgmn	371 6.79%	46 5.39%
BT Mobile	232 3.65%	191 3.57%	26 4.91%	11 3.62%	4 2.29%	26 4.91%	9 3.53%	19 2.66%	29 5.51%Tgi	15 2.73%	13 2.92%	11 3.62%	18 3.03%	38 4.52%	28 3.26%	22 3.97%	4 2.29%	206 3.77%	26 3.10%
Lebara	143 2.25%	123 2.31%	11 2.15%	8 2.57%	1 0.42%	11 2.15%	8 3.01%	19 2.67%	9 1.75%	8 1.36%	7 1.60%	8 2.57%	19 3.14%	13 1.54%	30 3.44%im	11 2.03%	1 0.42%	123 2.26%	20 2.34%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 7

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
iD Mobile	127 1.99%l	111 2.08%	6 1.11%	9 3.08%	1 0.48%	6 1.11%	4 1.42%	15 2.10%l	16 3.07%l	17 3.13%el	10 2.10%	9 3.08%l	3 0.57%	16 1.94%	18 2.01%	12 2.26%l	1 0.48%	111 2.03%	16 1.85%
Plusnet	118 1.85%	102 1.91%	11 2.02%	3 1.08%	2 0.90%	11 2.02%	1 0.33%	14 2.02%	10 2.00%	14 2.59%m	10 2.20%	3 1.08%	12 1.92%	7 0.88%	13 1.45%	21 3.82%Tfkmn	2 0.90%	102 1.87%	12 1.42%
Smarty	103 1.61%	85 1.59%	10 1.93%	6 2.03%	1 0.47%	10 1.93%	4 1.48%	18 2.55%m	5 0.90%	14 2.55%m	7 1.56%	6 2.03%	7 1.15%	8 0.96%	13 1.51%	9 1.73%	1 0.47%	91 1.66%	11 1.28%
Lycamobile	49 0.77%q	43 0.80%	3 0.48%	4 1.24%	- -	3 0.48%	- -	2 0.25%	2 0.31%	8 1.37%o	7 1.43%o	4 1.24%o	2 0.33%	17 1.99%Tghlo	7 0.78%	- -	- -	25 0.46%	24 2.84%Tq
Talk mobile	48 0.75%	39 0.74%	7 1.28%	1 0.27%	1 0.51%	7 1.28%h	2 0.73%	10 1.47%h	* 0.05%	1 0.24%	2 0.53%	1 0.27%	3 0.57%	6 0.74%	6 0.67%	8 1.42%h	1 0.51%	46 0.84%	2 0.27%
Voxi	36 0.57%	33 0.62%	2 0.39%	1 0.45%	- -	2 0.39%	3 1.11%	6 0.85%	4 0.76%	6 1.07%	1 0.17%	1 0.45%	1 0.11%	4 0.43%	5 0.55%	4 0.82%	- -	29 0.54%	4 0.48%
Asda Mobile	36 0.57%	29 0.55%	3 0.54%	4 1.31%	- -	3 0.54%	- -	5 0.72%	3 0.49%	4 0.64%	* 0.10%	4 1.31%	3 0.55%	2 0.28%	10 1.13%	2 0.41%	- -	30 0.55%	2 0.22%
1p Mobile	18 0.28%	16 0.30%	- -	1 0.20%	1 0.77%	- -	2 0.80%	2 0.33%	- -	2 0.36%	1 0.16%	1 0.20%	2 0.27%	2 0.29%	4 0.42%	1 0.22%	1 0.77%	17 0.31%	1 0.11%
Utility Warehouse	13 0.21%	13 0.24%	- -	* 0.16%	- -	- -	- -	2 0.27%	- -	2 0.38%	- -	* 0.16%	3 0.49%	2 0.28%	2 0.23%	2 0.28%	- -	12 0.22%	1 0.13%
Talk Talk	11 0.17%	10 0.19%	- -	- -	1 0.27%	- -	- -	2 0.32%	- -	1 0.21%	1 0.12%	- -	1 0.21%	3 0.33%	1 0.12%	1 0.16%	1 0.27%	8 0.15%	2 0.26%
CMLink	6 0.10%q	5 0.09%	1 0.14%	1 0.23%	- -	1 0.14%	- -	1 0.17%	- -	* 0.08%	- -	1 0.23%	- -	2 0.28%	- -	1 0.14%	- -	- -	6 0.73%Tq
CTExcel	3 0.04%	1 0.03%	1 0.23%	- -	- -	1 0.23%	- -	- -	- -	- -	* 0.10%	- -	- -	1 0.12%	- -	- -	- -	- -	3 0.32%Tq
T-Mobile	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	1 0.18%	- -	- -	1 0.23%	- -	- -	- -	- -	- -	- -	2 0.04%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 7

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Ecotalk	2 0.03%	1 0.02%	- -	1 0.17%	- -	- -	- -	- -	1 0.12%	- -	- -	1 0.17%	- -	- -	- -	1 0.11%	- -	2 0.03%	- -
RWG Mobile	1 0.02%	1 0.02%	- -	* 0.16%	- -	- -	- -	- -	- -	1 0.16%	- -	* 0.16%	- -	- -	- -	- -	- -	- -	1 0.16%q
Other answers	18 0.28%q	16 0.30%	2 0.31%	- -	- -	2 0.31%	1 0.26%	3 0.44%	3 0.61%	- -	2 0.50%	- -	- -	3 0.36%	* 0.04%	4 0.65%	- -	10 0.19%	8 0.88%Tq
Don't have a personal mobile	44 0.69%	39 0.73%	3 0.57%	2 0.67%	- -	3 0.57%	1 0.36%	4 0.58%	5 0.94%	4 0.63%	4 0.94%	2 0.67%	5 0.89%	4 0.49%	8 0.91%	4 0.73%	- -	43 0.78%	1 0.15%
Don't know	23 0.37%	23 0.43%	1 0.10%	- -	- -	1 0.10%	3 1.01%	4 0.62%	3 0.55%	1 0.19%	1 0.14%	- -	2 0.30%	4 0.51%	4 0.51%	1 0.17%	- -	18 0.33%	5 0.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
EE	1117 17.53%adfghik	894 16.94%dfghik	255 19.75%Tadfghi k	162 65.74%Tabdfgh ikl	44 11.86%i	6 14.14%	159 14.25%i	72 13.04%i	141 13.69%i	16 4.87%	6 23.84%	8 8.36%	11 20.76%i	6 21.94%
O2	1032 16.20%cil	865 16.39%cil	215 16.68%cil	22 8.93%	58 15.75%ci	7 15.83%	199 17.88%cil	107 19.44%cil	182 17.70%cil	29 8.78%	4 16.76%	16 15.97%	3 4.98%	3 9.76%
Vodafone	761 11.95%cfk	645 12.22%cfk	137 10.65%ck	8 3.32%	34 9.13%c	3 8.16%	110 9.85%ck	61 11.04%ck	110 10.70%ck	154 46.67%Tabcdfg hkl	5 18.36%	3 2.51%	7 13.17%ck	1 2.26%
Three	599 9.40%ac	475 9.00%c	101 7.81%c	9 3.48%	27 7.39%	1 2.39%	104 9.33%c	70 12.81%Tabcdi	108 10.52%ci	19 5.85%	1 2.09%	18 17.57%Tabcdfi	6 11.86%c	2 6.68%
Tesco Mobile	550 8.63%c	472 8.94%ci	110 8.57%c	9 3.84%	40 10.75%ci	6 14.76%	111 9.95%ci	60 10.87%ci	79 7.71%	18 5.35%	4 14.92%	11 11.32%c	10 19.80%Tabcfhi	1 5.49%
Virgin Media	436 6.84%bdf	371 7.04%bcdf	44 3.39%	8 3.17%	11 2.87%	* 1.18%	21 1.89%	28 5.11%f	236 22.89%Tabcdfgi kl	15 4.63%f	- -	2 1.67%	2 4.80%	1 2.24%
giffgaff	426 6.69%afh	335 6.34%fh	82 6.33%	11 4.31%	44 11.78%Tabcfh	12 27.84%	50 4.51%	41 7.46%f	48 4.70%	24 7.41%	4 14.62%	5 5.08%	3 5.27%	3 9.91%
Sky	418 6.57%bdgh	388 7.36%Tbdghi	27 2.12%	11 4.28%h	9 2.45%	1 2.78%	294 26.38%Tabcdghi kl	15 2.77%h	10 0.94%	13 3.87%h	1 3.60%	2 2.32%	- -	3 10.33%
BT Mobile	232 3.65%dfgh	224 4.25%Tcdfgh	193 14.94%Tacdfghi kl	3 1.30%fh	5 1.37%fh	4 9.49%	2 0.16%	4 0.79%	2 0.15%	8 2.45%fh	- -	2 1.88%fh	- -	- -
Lebara	143 2.25%cf	109 2.06%f	27 2.07%f	- -	15 3.95%acfh	1 1.73%	4 0.39%	15 2.81%cf	17 1.69%f	14 4.19%Tacfh	- -	12 11.78%Tabcdfgh i	4 7.66%Tabcfh	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
iD Mobile	127 1.99%f	99 1.88%f	24 1.83%	3 1.02%	6 1.57%	- -	11 0.98%	17 3.15%af	27 2.61%f	4 1.24%	1 2.01%	5 4.62%f	* 0.92%	- -
Plusnet	118 1.85%bf	99 1.87%bf	14 1.06%	1 0.37%	42 11.30%Tabcfghi	- -	8 0.75%	5 0.92%	17 1.61%	4 1.26%	- -	5 4.80%bcfg	1 2.06%	- -
Smarty	103 1.61%abf	75 1.42%f	12 0.90%	- -	12 3.26%Tabcfi	- -	7 0.58%	14 2.48%bcfi	18 1.72%f	1 0.22%	1 3.81%	4 4.48%abcfi	2 3.09%cfi	- -
Lycamobile	49 0.77%	38 0.71%	9 0.71%	- -	5 1.36%	- -	6 0.51%	4 0.76%	5 0.50%	4 1.18%	- -	- -	- -	- -
Talk mobile	48 0.75%	40 0.76%	6 0.45%	1 0.25%	4 1.10%	- -	8 0.68%	11 2.09%Tabfh	6 0.57%	2 0.45%	- -	- -	2 3.57%Tabcfhi	* 1.40%
Voxi	36 0.57%a	23 0.43%	7 0.58%	- -	3 0.86%	- -	4 0.34%	1 0.21%	1 0.13%	2 0.46%	- -	4 3.83%Tabcfghi	- -	- -
Asda Mobile	36 0.57%	26 0.49%	9 0.68%	- -	2 0.51%	- -	4 0.33%	4 0.71%	7 0.65%	- -	- -	- -	- -	- -
1p Mobile	18 0.28%	14 0.26%	4 0.31%	- -	5 1.29%Tafgh	- -	1 0.07%	1 0.12%	2 0.16%	- -	- -	1 0.83%	* 0.77%	- -
Utility Warehouse	13 0.21%	10 0.19%	- -	- -	- -	- -	- -	- -	2 0.21%	- -	- -	- -	- -	8 29.98%
Talk Talk	11 0.17%	11 0.20%	1 0.08%	- -	1 0.16%	- -	2 0.15%	6 1.12%Tabfh	- -	1 0.32%	- -	- -	- -	- -
CMLink	6 0.10%	4 0.07%	- -	- -	- -	- -	1 0.06%	1 0.14%	- -	1 0.31%	- -	- -	- -	- -
CTExcel	3 0.04%a	* 0.01%	- -	- -	- -	- -	* 0.04%	- -	- -	- -	- -	- -	- -	- -
T-Mobile	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	1 0.19%	1 0.12%	- -	- -	- -	- -	- -
Ecotalk	2 0.03%	1 0.02%	- -	- -	- -	- -	- -	1 0.09%	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
RWG Mobile	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	1 0.09%	- -	- -	- -	- -	- -
Other answers	18 0.28%a	11 0.21%	3 0.23%	- -	- -	- -	1 0.10%	1 0.27%	2 0.24%	- -	- -	2 2.20%Tabcdfghi	- -	- -
Don't have a personal mobile	44 0.69%	40 0.76%	12 0.94%	- -	1 0.29%	1 1.69%	9 0.80%	7 1.28%	6 0.62%	1 0.35%	- -	1 0.76%	1 1.30%	- -
Don't know	23 0.37%a	9 0.17%	2 0.17%	- -	4 1.01%abfh	- -	- -	2 0.32%	1 0.08%	1 0.15%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
EE	1117 17.53%oqrstuvwxyzA	1117 17.72%Toqrstuvwxyz A	-	1117 100.00%Tnoqrstuvwxyz A	-	-	-	-	-	-	-	-	-	-	-
O2	1032 16.20%opqrtuvwxyzA	1032 16.37%Topqrtuvwxyz A	-	-	-	-	1032 100.00%Tnopqrtuvwxyz A	-	-	-	-	-	-	-	-
Vodafone	761 11.95%opqrstuvxyzA	761 12.08%Topqrstuvxyz A	-	-	-	-	-	-	-	-	761 100.00%Tnopqrstuvxyz A	-	-	-	-
Three	599 9.40%opqstvwxyzA	599 9.50%Topqstvwxyz A	-	-	-	-	-	-	599 100.00%Tnopqrstvwxyz A	-	-	-	-	-	-
Tesco Mobile	550 8.63%opqsuvwxyzA	550 8.72%opqsuvwxyz A	-	-	-	-	-	550 100.00%Tnopqrsuvwxyz A	-	-	-	-	-	-	-
Virgin Media	436 6.84%opqstuwxyzA	436 6.91%opqstuwxyz A	-	-	-	-	-	-	-	436 100.00%Tnopqrstuwxyz A	-	-	-	-	-
giffgaff	426 6.69%opstuvwxyzA	426 6.76%opstuvwxyz A	-	-	426 100.00%Tnoprstuvwxyz A	-	-	-	-	-	-	-	-	-	-
Sky	418 6.57%opqstuvwxyA	418 6.64%opqstuvwxy A	-	-	-	-	-	-	-	-	-	-	-	418 100.00%Tnopqrstuvwxy A	-
BT Mobile	232 3.65%pqstuvwz	232 3.69%pqstuvwz	232 100.00%Tnpqrstuvwxyz A	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Lebara	143 2.25%opqstuvwz	143 2.27%opqstuvwz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
iD Mobile	127 1.99%pqstuvwz	127 2.02%pqstuvwz	- -	- -	- -	- -	- -	- -	- -	- -	- -	127 100.00%Tnopqrstuvwyz A	- -	- -	- -
Plusnet	118 1.85%pqstuvwz	118 1.87%pqstuvwz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	118 100.00%Tnopqrstuvwxz A	- -	- -
Smarty	103 1.61%pqstuvwz	103 1.63%pqstuvwz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	103 100.00%Tnopqrstuvwxyz
Lycamobile	49 0.77%psw	49 0.78%psw	- -	- -	- -	49 100.00%Tnopqstuvwxyz A	- -	- -	- -	- -	- -	- -	- -	- -	- -
Talk mobile	48 0.75%psw	48 0.76%psw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Voxi	36 0.57%ps	36 0.58%ps	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Asda Mobile	36 0.57%ps	36 0.58%ps	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
1p Mobile	18 0.28%	18 0.29%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Utility Warehouse	13 0.21%	13 0.21%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Talk Talk	11 0.17%	11 0.17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
CMLink	6 0.10%	6 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
CTExcel	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.04%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-
T-Mobile	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.04%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecotalk	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.03%	0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-
RWG Mobile	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.02%	0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	18	18	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.28%	0.28%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a personal mobile	44	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.69%npsw	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.37%n	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 10

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
EE	1117 17.53%dghis	1067 17.55%dghi	262 20.18%Tadfghik	181 63.95%Tabdfghikl	48 11.70%i	4 12.28%	205 16.43%dgi	72 11.96%i	198 14.50%i	25 6.77%	8 24.18%	12 10.22%	12 20.93%i	6 20.91%	592 17.24%s	82 18.73%	345 18.34%s	22 12.64%	132 14.57%	176 15.99%	598 17.63%	237 18.19%	337 16.75%	731 17.79%
O2	1032 16.20%cil	996 16.38%cil	214 16.50%cil	24 8.43%	65 15.81%cl	10 29.98%	226 18.06%cil	119 19.68%Tacil	244 17.88%cil	42 11.22%	4 11.10%	19 17.07%cl	3 5.44%	* 1.35%	569 16.57%	60 13.67%	338 17.94%	30 17.54%	135 14.91%	161 14.65%	547 16.11%	239 18.32%	312 15.51%	685 16.69%
Vodafone	761 11.95%cfk	722 11.88%cfk	132 10.15%c	10 3.66%	37 8.90%c	4 11.59%	125 9.97%c	63 10.48%ck	149 10.94%ck	163 44.01%Tabcdfghkl	5 14.10%	4 3.71%	5 9.13%	1 2.16%	420 12.22%	42 9.67%	242 12.86%	26 15.53%	106 11.68%	137 12.44%	386 11.38%	173 13.30%	223 11.06%	514 12.51%
Three	599 9.40%c	562 9.25%c	108 8.30%	13 4.50%	32 7.70%	* 0.97%	106 8.46%	87 14.32%Tabcdfhi	140 10.23%c	24 6.36%	1 1.60%	15 13.28%ci	7 12.26%c	2 8.25%	306 8.91%	36 8.21%	152 8.09%	25 14.82%Topq	86 9.52%	102 9.30%	317 9.35%	120 9.20%	185 9.18%	380 9.25%
Tesco Mobile	550 8.63%chiv	522 8.59%chi	125 9.67%chi	13 4.58%	44 10.72%chi	3 8.16%	121 9.66%chi	65 10.77%chi	92 6.76%	18 4.91%	4 11.46%	11 9.80%	10 16.55%Tachi	1 5.23%	290 8.45%	35 8.08%	166 8.80%	13 7.87%	75 8.31%	85 7.77%	332 9.77%Tv	84 6.44%	180 8.92%	356 8.67%
Virgin Media	436 6.84%bcdfq	430 7.07%Tbcdf	45 3.43%f	3 0.97%	9 2.21%	4 12.56%	24 1.93%	35 5.85%bcdf	277 20.25%Tabcdfgikl	16 4.36%cf	1 4.28%	2 2.19%	2 4.20%	1 2.13%	297 8.64%Tq	29 6.66%q	55 2.94%	8 4.60%	201 22.12%Topqr	82 7.50%	220 6.49%	96 7.36%	161 8.02%Tx	263 6.42%
giffgaff	426 6.69%afoqu	395 6.50%f	76 5.87%	15 5.33%	46 11.25%Tabcfghi	5 15.06%	63 5.00%	43 7.15%	80 5.84%	23 6.23%	5 13.51%	8 7.34%	5 8.62%	3 9.45%	180 5.25%q	32 7.33%q	76 4.02%	14 8.11%q	58 6.36%q	103 9.41%Tu	196 5.77%	91 7.02%	150 7.46%	262 6.37%
Sky	418 6.57%bcdghilps	411 6.76%Tbcdghil	29 2.26%h	7 2.50%h	10 2.36%h	1 3.64%	310 24.78%Tabcdghikl	15 2.44%h	12 0.87%	13 3.61%h	3 7.99%	2 2.04%	- -	3 9.85%	360 10.47%Tprs	4 0.97%	340 18.08%Toprs	6 3.34%s	9 1.02%	89 8.13%	221 6.51%	77 5.89%	145 7.22%	250 6.09%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 10

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
BT Mobile	232 3.65%fg hiqs	232 3.81%T fghi	191 14.75%Ta cdfghikl	4 1.51%f	11 2.64%fg h	1 3.54%	4 0.29%	3 0.48%	7 0.54%	5 1.32%f	- -	2 1.66%	- -	- -	137 3.99%q rs	90 20.65%To qrs	34 1.80%	1 0.70%	12 1.30%	42 3.81%	134 3.95%	36 2.80%	81 4.03%	144 3.49%
Lebara	143 2.25%fo q	137 2.26%f	23 1.79%f	2 0.79%	17 4.12%Tabcf	- -	6 0.47%	16 2.64%f	32 2.38%f	14 3.78%cf	- -	13 11.47%Ta bcdfghi	4 6.70%Tabcf h	- -	40 1.17%	4 0.87%	17 0.89%	4 2.25%	16 1.75%	17 1.55%	78 2.31%	32 2.43%	40 1.98%	96 2.34%
iD Mobile	127 1.99%f	125 2.06%f	23 1.76%	3 0.89%	9 2.10%	- -	11 0.87%	19 3.15%f	38 2.78%f	7 1.89%	1 1.54%	5 4.08%f	1 2.32%	- -	60 1.74%	7 1.55%	27 1.41%	5 2.88%	22 2.37%	23 2.09%	71 2.09%	23 1.79%	46 2.28%	79 1.92%
Plusnet	118 1.85%bf opq	116 1.92%bf	14 1.07%	4 1.55%	46 11.11%Tabcf ghi	- -	9 0.76%	5 0.83%	17 1.28%	4 1.12%	- -	5 4.64%bf ghi	3 4.76%bfgh	- -	37 1.06%	- -	21 1.13%	- -	12 1.32%p	12 1.11%	61 1.81%	42 3.21%Tt u	38 1.87%	75 1.82%
Smarty	103 1.61%fo q	96 1.57%f	14 1.06%	- -	13 3.15%Tabcf i	- -	9 0.74%	15 2.40%cf i	27 1.97%cf	1 0.37%	1 2.93%	3 2.50%c	2 2.70%c	- -	33 0.97%q	2 0.55%	10 0.51%	4 2.63%q	16 1.80%oq	15 1.36%	61 1.78%	15 1.16%	36 1.77%	62 1.52%
Lycamobile	49 0.77%f	45 0.74%f	8 0.59%	2 0.55%	6 1.45%f	- -	2 0.15%	9 1.53%af	8 0.58%	5 1.27%f	- -	- -	1 1.44%f	- -	25 0.72%	3 0.61%	14 0.74%	2 1.05%	5 0.55%	15 1.36%	24 0.72%	7 0.55%	12 0.59%	37 0.91%
Talk mobile	48 0.75%	45 0.75%	6 0.45%	2 0.64%	4 0.99%	- -	8 0.60%	10 1.70%Ta b	10 0.73%	2 0.65%	- -	- -	2 3.12%Ta bf	* 1.33%	28 0.82%	4 0.93%	10 0.55%	6 3.26%To qs	8 0.89%	4 0.40%	30 0.88%	10 0.74%	13 0.62%	35 0.86%
Voxi	36 0.57%ao u	32 0.52%	4 0.31%	- -	4 0.90%	- -	4 0.31%	4 0.71%	5 0.36%	3 0.77%	1 4.01%	5 4.76%Tabcd fghi	- -	- -	12 0.34%	1 0.33%	8 0.41%	1 0.68%	1 0.14%	10 0.90%u	11 0.34%	8 0.59%	10 0.48%	27 0.65%
Asda Mobile	36 0.57%oq v	35 0.57%	9 0.67%	* 0.16%	2 0.58%	- -	4 0.30%	4 0.64%	9 0.69%	- -	1 3.30%	- -	- -	- -	11 0.33%	2 0.41%	4 0.20%	- -	6 0.64%	3 0.23%	32 0.94%Tv	- -	8 0.38%	23 0.56%
1p Mobile	18 0.28%o	16 0.26%	4 0.28%	- -	5 1.15%Tafh	- -	2 0.12%	1 0.11%	2 0.17%	- -	- -	1 1.26%f	* 0.67%	- -	3 0.09%	- -	2 0.11%	- -	1 0.10%	3 0.31%	11 0.34%	1 0.06%	5 0.25%	12 0.28%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 10

Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Utility Warehouse	13 0.21%	13 0.22%	- -	- -	- -	- -	- -	- -	2 0.18%	- -	- -	- -	- -	11 39.33%	4 0.12%	- -	4 0.22%	- -	- -	1 0.06%	10 0.31%	- -	3 0.14%	10 0.25%
Talk Talk	11 0.17%	11 0.17%	1 0.04%	- -	1 0.14%	- -	2 0.14%	7 1.10%Tabfh	- -	1 0.28%	- -	- -	- -	- -	5 0.14%	1 0.13%	2 0.12%	2 1.17%Toqs	- -	1 0.10%	8 0.22%	- -	2 0.11%	8 0.20%
CMLink	6 0.10%	5 0.09%	- -	- -	- -	- -	1 0.06%	- -	1 0.05%	1 0.27%	- -	1 0.95%Tabfg h	- -	- -	- -	- -	- -	- -	- -	1 0.11%	3 0.09%	1 0.06%	2 0.12%	4 0.09%
CTExcel	3 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.15%	- -	- -	- -	3 0.07%
T-Mobile	2 0.04%	2 0.04%	- -	- -	- -	- -	- -	1 0.17%	1 0.09%	- -	- -	- -	- -	- -	2 0.07%	- -	- -	1 0.61%To q	1 0.14%	- -	1 0.03%	1 0.10%	1 0.05%	1 0.03%
Ecotalk	2 0.03%	1 0.02%	- -	- -	- -	- -	- -	1 0.08%	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	- -	1 0.03%	1 0.05%	1 0.03%	1 0.03%
RWG Mobile	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	1 0.07%	- -	- -	* 0.42%Tabf	- -	- -	- -	- -	- -	- -	- -	- -	1 0.04%	- -	- -	1 0.03%
Other answers	18 0.28%ao	15 0.24%	2 0.16%	- -	* 0.10%	- -	1 0.09%	1 0.24%	4 0.30%	1 0.17%	- -	2 1.94%Tabcd fgh	- -	- -	3 0.09%	- -	3 0.17%	- -	- -	4 0.34%	8 0.24%	3 0.21%	2 0.08%	15 0.37%
Don't have a personal mobile	44 0.69%	41 0.67%	10 0.77%	- -	1 0.26%	1 2.22%	10 0.84%	7 1.16%	7 0.49%	2 0.48%	- -	1 0.67%	1 1.13%	- -	19 0.55%	2 0.51%	12 0.61%	1 0.33%	5 0.52%	8 0.74%	25 0.75%	6 0.47%	18 0.88%	24 0.59%
Don't know	23 0.37%ao qu	9 0.14%	2 0.17%	- -	3 0.68%afh	- -	- -	2 0.40%	1 0.06%	1 0.14%	- -	- -	- -	- -	1 0.04%	1 0.14%	1 0.04%	- -	- -	2 0.18%	7 0.20%	1 0.09%	4 0.20%	11 0.27%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 11

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Virgin Media	1367 21.46%hq	655 21.08%	707 21.82%	187 21.31%	245 23.00%h	249 25.25%Tgh	234 21.34%	176 19.19%	186 18.49%	90 21.28%	374 21.56%	385 21.45%	285 22.06%	323 20.85%	759 21.50%	608 21.40%	1284 24.98%Tq	83 6.72%
BT	1298 20.38%deop	656 21.12%	636 19.61%	160 18.15%	189 17.75%	154 15.57%	219 19.99%e	213 23.27%Tcde	263 26.15%Tcde f	100 23.81%cde	387 22.33%Tlm	386 21.47%	240 18.54%	286 18.45%	773 21.89%To	526 18.49%	905 17.61%	393 31.96%Tp
Sky	1250 19.62%kn	597 19.20%	653 20.15%	165 18.75%	200 18.82%	195 19.70%	248 22.65%Thi	192 20.92%	181 17.98%	69 16.43%	322 18.58%	308 17.14%	307 23.71%Tjk	313 20.23%	630 17.85%	620 21.82%Tn	1019 19.81%	231 18.81%
TalkTalk	605 9.50%c	304 9.77%	297 9.16%	58 6.61%	96 9.04%	95 9.65%c	85 7.75%	99 10.81%cf	112 11.13%cf	60 14.19%Tcdef	143 8.26%	169 9.40%	114 8.79%	180 11.60%Tjl	312 8.84%	293 10.32%	492 9.56%	114 9.25%
Plusnet	413 6.48%cp	204 6.57%	207 6.39%	27 3.01%	57 5.35%c	69 6.94%c	78 7.11%c	70 7.66%c	79 7.89%cd	34 7.99%c	105 6.05%	113 6.30%	100 7.71%	95 6.16%	218 6.18%	195 6.86%	288 5.60%	125 10.18%Tp
Vodafone	371 5.82%ghimo	186 5.97%	185 5.70%	73 8.26%Tghi	85 8.01%Tghi	64 6.51%ghi	65 5.95%gi	32 3.52%	42 4.21%	9 2.14%	107 6.19%m	124 6.90%m	73 5.66%	67 4.30%	231 6.55%To	140 4.92%	301 5.85%	70 5.72%
EE	284 4.45%	131 4.22%	152 4.69%	52 5.94%g	50 4.70%	51 5.15%	41 3.78%	28 3.11%	40 4.00%	20 4.83%	68 3.92%	86 4.79%	51 3.97%	78 5.06%	154 4.36%	130 4.56%	228 4.42%	56 4.57%
Now Broadband	113 1.77%k	55 1.75%	59 1.81%	7 0.84%	22 2.11%	18 1.80%	24 2.15%	21 2.32%c	15 1.54%	5 1.22%	34 1.97%	20 1.12%	21 1.62%	38 2.43%k	54 1.54%	59 2.06%	100 1.95%	13 1.05%
Shell Energy Broadband	58 0.91%	30 0.97%	28 0.87%	4 0.43%	5 0.50%	8 0.81%	12 1.09%	9 0.98%	13 1.32%	7 1.64%c	15 0.88%	19 1.03%	12 0.92%	13 0.81%	34 0.96%	24 0.86%	49 0.96%	9 0.73%
KCOM / Karoo	34 0.53%	12 0.37%	22 0.69%	2 0.26%	7 0.65%	10 1.02%	5 0.41%	6 0.71%	3 0.28%	1 0.20%	4 0.25%	14 0.78%	9 0.71%	7 0.42%	18 0.52%	16 0.55%	30 0.58%	4 0.34%
Post Office	32 0.50%aq	9 0.28%	23 0.72%a	11 1.29%Tfh	9 0.86%fh	5 0.51%	1 0.06%	3 0.34%	1 0.07%	2 0.43%	17 0.98%Tl	6 0.36%	3 0.20%	6 0.38%	23 0.66%	8 0.30%	31 0.61%Tq	1 0.06%
Utility Warehouse	28 0.43%a	3 0.10%	25 0.76%Ta	2 0.18%	3 0.27%	2 0.16%	9 0.87%	4 0.42%	8 0.77%	1 0.14%	7 0.39%	11 0.61%	2 0.19%	8 0.49%	18 0.50%	10 0.35%	19 0.37%	9 0.71%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 11

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Three Broadband	28 0.43%bkn	23 0.73%Tb	5 0.15%	1 0.16%	5 0.42%	5 0.51%	10 0.88%	4 0.40%	1 0.15%	2 0.45%	6 0.34%	2 0.12%	5 0.35%	15 0.97%Tk	8 0.23%	20 0.69%Tn	25 0.49%	2 0.18%
Hyperoptic	25 0.40%	11 0.35%	15 0.45%	6 0.63%h	5 0.48%	7 0.67%h	7 0.63%h	1 0.15%	- -	- -	9 0.50%	10 0.53%	1 0.07%	6 0.41%	18 0.52%	7 0.26%	25 0.49%Tq	- -
Community Fibre	23 0.37%	7 0.22%	15 0.48%	5 0.55%	4 0.40%	4 0.41%	4 0.39%	2 0.23%	3 0.33%	1 0.13%	9 0.49%	2 0.13%	1 0.10%	11 0.72%kl	11 0.31%	12 0.44%	23 0.45%	* 0.04%
Zen Internet	17 0.26%	8 0.25%	9 0.28%	* 0.03%	3 0.28%	2 0.16%	1 0.13%	5 0.53%	4 0.39%	2 0.46%	11 0.62%Tkm	1 0.06%	4 0.34%	1 0.04%	12 0.34%	5 0.18%	10 0.20%	7 0.54%
John Lewis Broadband	12 0.18%p	3 0.09%	9 0.28%	- -	2 0.22%	- -	1 0.10%	3 0.32%	5 0.52%Te	- -	- -	9 0.50%Tjm	2 0.17%	1 0.04%	9 0.25%	3 0.10%	4 0.09%	7 0.59%Tp
SSE	11 0.17%	7 0.22%	4 0.13%	1 0.17%	4 0.37%	3 0.28%	- -	- -	3 0.27%	- -	1 0.03%	3 0.14%	- -	8 0.50%Tjl	3 0.09%	8 0.27%	8 0.15%	3 0.25%
See The Light	6 0.09%	3 0.09%	3 0.10%	- -	2 0.14%	2 0.21%	1 0.13%	* 0.04%	- -	1 0.13%	1 0.03%	2 0.09%	3 0.25%	1 0.04%	2 0.06%	4 0.14%	6 0.12%	- -
Onestream	6 0.09%	4 0.12%	2 0.06%	1 0.07%	- -	4 0.42%T	- -	1 0.12%	- -	- -	- -	4 0.22%	- -	2 0.12%	4 0.11%	2 0.06%	5 0.10%	1 0.04%
Fibrus	5 0.09%p	3 0.08%	3 0.09%	2 0.22%	3 0.32%T	- -	- -	- -	- -	- -	2 0.12%	* 0.03%	2 0.15%	1 0.06%	3 0.07%	3 0.10%	* 0.01%	5 0.40%Tp
Ovo	5 0.08%	3 0.11%	2 0.06%	- -	- -	- -	3 0.24%	1 0.06%	2 0.17%	* 0.08%	2 0.12%	1 0.08%	- -	2 0.12%	3 0.10%	2 0.06%	4 0.07%	2 0.13%
Gigaclear	5 0.08%p	5 0.17%b	- -	- -	1 0.11%	- -	- -	1 0.09%	3 0.32%T	- -	2 0.09%	* 0.02%	- -	3 0.20%	2 0.06%	3 0.11%	* 0.01%	5 0.39%Tp
Youfibre	4 0.07%	3 0.09%	2 0.05%	- -	- -	- -	- -	2 0.17%	2 0.16%	1 0.29%	- -	3 0.15%	- -	2 0.11%	3 0.08%	2 0.06%	3 0.05%	2 0.15%
Origin	4 0.07%p	3 0.10%	1 0.04%	- -	- -	- -	2 0.20%	- -	2 0.21%	- -	2 0.13%	1 0.05%	- -	1 0.08%	3 0.09%	1 0.04%	1 0.02%	4 0.29%Tp
City Fibre	4 0.06%	1 0.03%	3 0.09%	- -	1 0.10%	- -	- -	- -	- -	3 0.72%Tcefgh	- -	1 0.06%	- -	3 0.20%	1 0.03%	3 0.11%	4 0.08%	- -

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Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Trooli	3 0.05%	3 0.11%	- -	- -	- -	3 0.33%T	- -	- -	- -	- -	- -	- -	3 0.25%T	- -	- -	3 0.12%	- -	3 0.27%Tp
FibreNest	3 0.05%	- -	3 0.10%	- -	3 0.30%T	- -	- -	- -	- -	- -	1 0.07%	- -	2 0.15%	- -	1 0.03%	2 0.07%	3 0.06%	- -
The Phone Co-op	3 0.04%p	1 0.04%	1 0.04%	- -	- -	- -	- -	1 0.06%	1 0.09%	1 0.26%	1 0.06%	1 0.06%	1 0.04%	- -	2 0.06%	1 0.02%	* 0.01%	2 0.17%p
WightFibre	3 0.04%	2 0.06%	1 0.02%	- -	- -	- -	1 0.07%	1 0.13%	1 0.06%	- -	- -	3 0.14%	- -	- -	3 0.07%	- -	3 0.05%	- -
ASK4 Internet	2 0.03%	1 0.04%	1 0.03%	2 0.25%T	- -	- -	- -	- -	- -	- -	1 0.06%	1 0.06%	- -	- -	2 0.06%	- -	2 0.04%	- -
Cuckoo Broadband	2 0.03%	2 0.07%	- -	- -	1 0.05%	- -	2 0.14%	- -	- -	- -	- -	2 0.12%	- -	- -	2 0.06%	- -	2 0.04%	- -
Direct Save	2 0.03%	* 0.01%	1 0.04%	- -	- -	* 0.04%	* 0.04%	- -	1 0.08%	- -	* 0.02%	- -	* 0.03%	1 0.05%	* 0.01%	1 0.04%	2 0.03%	- -
County Broadband	1 0.02%	1 0.04%	* 0.01%	- -	- -	- -	- -	- -	1 0.15%	- -	1 0.07%	- -	- -	* 0.02%	1 0.03%	* 0.01%	- -	1 0.12%p
Home Telecom	1 0.02%	- -	1 0.04%	1 0.10%	- -	- -	- -	- -	1 0.06%	- -	1 0.05%	- -	- -	1 0.04%	1 0.02%	1 0.02%	1 0.03%	- -
Supanet	1 0.02%	1 0.04%	- -	- -	- -	- -	1 0.08%	* 0.05%	- -	- -	- -	- -	* 0.04%	1 0.05%	- -	1 0.05%	1 0.02%	* 0.04%
IDNet	1 0.01%	1 0.03%	- -	- -	- -	- -	- -	* 0.04%	- -	1 0.13%	- -	1 0.05%	- -	- -	1 0.03%	- -	- -	1 0.07%
O2 Broadband	1 0.01%	- -	1 0.03%	- -	- -	1 0.09%	- -	- -	- -	- -	- -	1 0.05%	- -	- -	1 0.02%	- -	1 0.02%	- -
Pop Telecom	1 0.01%	- -	1 0.02%	- -	1 0.05%	- -	- -	- -	- -	- -	1 0.03%	- -	- -	- -	1 0.02%	- -	1 0.01%	- -
Other answers	47 0.73%	29 0.92%	18 0.55%	7 0.75%	6 0.55%	6 0.61%	9 0.86%	6 0.66%	9 0.88%	4 0.94%	15 0.88%	13 0.73%	12 0.93%	6 0.41%	28 0.80%	18 0.64%	33 0.64%	14 1.13%

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	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Not applicable - I don't have a fixed broadband service	165 2.58%	92 2.97%	72 2.22%	29 3.29%	27 2.52%	28 2.85%	28 2.59%	28 3.11%	18 1.75%	6 1.49%	38 2.20%	46 2.54%	29 2.22%	52 3.37%	84 2.37%	81 2.85%	126 2.45%	39 3.13%
Don't know	127 1.99%efghi lo	50 1.62%	74 2.30%	77 8.76%Tdefg hi	28 2.62%efghi	3 0.35%	4 0.39%	6 0.63%	6 0.58%	3 0.62%	47 2.73%Tlm	49 2.73%Tlm	11 0.81%	20 1.28%	96 2.73%To	30 1.07%	103 2.00%	24 1.95%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 12

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Virgin Media	1367 21.46%cdkp	1209 22.61%Tcd	98 18.52%c	33 11.04%	26 13.80%	98 18.52%k	63 24.87%kop	152 21.55%kp	94 18.17%k	165 29.72%Tghklnop	108 23.66%kop	33 11.04%	115 19.14%k	212 25.26%Tehklop	202 23.20%kop	97 17.80%k	26 13.80%	1151 21.07%	204 23.98%
BT	1298 20.38%air	1030 19.27%	129 24.23%a	75 24.80%a	64 33.44%Tabm	129 24.23%ghim	45 17.59%	123 17.50%	93 17.89%	88 15.74%	90 19.68%	75 24.80%ghim	120 20.00%	147 17.46%	186 21.34%i	139 25.63%Tfghim	64 33.44%Tefghijlmn	1196 21.90%Tr	95 11.24%
Sky	1250 19.62%m	1038 19.41%	109 20.45%	51 16.75%	53 27.68%Tac	109 20.45%m	48 18.88%	150 21.23%m	99 18.97%	123 22.11%m	88 19.26%	51 16.75%	128 21.44%m	130 15.48%	170 19.51%	102 18.76%	53 27.68%Thjkmno	1089 19.94%	146 17.16%
TalkTalk	605 9.50%o	502 9.39%	54 10.10%	38 12.47%d	12 6.18%	54 10.10%	21 8.17%	92 13.02%Thimnop	36 6.87%	46 8.32%	53 11.51%ho	38 12.47%hop	67 11.24%ho	77 9.13%	76 8.75%	35 6.37%	12 6.18%	512 9.37%	88 10.40%
Plusnet	413 6.48%amnr	326 6.10%	42 7.94%	36 11.76%Tad	9 4.80%	42 7.94%mn	14 5.53%	52 7.34%mn	33 6.30%m	34 6.20%m	35 7.57%mn	36 11.76%Tfghimnp	47 7.85%mn	26 3.11%	39 4.43%	47 8.60%mn	9 4.80%	384 7.04%Tr	27 3.23%
Vodafone	371 5.82%aiq	293 5.49%	39 7.31%	26 8.65%a	13 6.57%	39 7.31%i	14 5.55%	32 4.59%	36 6.97%i	16 2.94%	27 5.84%	26 8.65%gi	34 5.75%i	43 5.11%	62 7.09%i	29 5.25%	13 6.57%	295 5.39%	75 8.81%Tq
EE	284 4.45%dpq	246 4.60%d	15 2.74%	21 7.05%bd	2 1.06%	15 2.74%	18 7.21%eghp	25 3.60%	17 3.29%	24 4.28%	19 4.22%	21 7.05%eghp	34 5.75%ep	46 5.45%ep	38 4.40%	23 4.28%	2 1.06%	223 4.07%	57 6.66%Tq
Now Broadband	113 1.77%	99 1.85%	8 1.50%	6 1.89%	1 0.36%	8 1.50%	3 1.21%	20 2.78%	6 1.06%	6 1.12%	7 1.55%	6 1.89%	11 1.90%	16 1.95%	16 1.81%	14 2.51%	1 0.36%	97 1.77%	16 1.91%
Shell Energy Broadband	58 0.91%	51 0.95%	5 0.90%	2 0.64%	1 0.27%	5 0.90%	3 1.31%	7 1.02%	7 1.36%	3 0.56%	5 1.03%	2 0.64%	5 0.83%	8 0.95%	8 0.89%	5 0.91%	1 0.27%	52 0.94%	7 0.80%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 12

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
KCOM / Karoo	34 0.53%	34 0.64%T	- -	- -	- -	- -	- -	- -	34 6.55%Tefgijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	33 0.61%	1 0.06%
Post Office	32 0.50%q	30 0.57%	* 0.07%	1 0.36%	- -	* 0.07%	1 0.45%	6 0.81%	2 0.42%	3 0.53%	- -	1 0.36%	- -	13 1.54%Tejl n	3 0.33%	3 0.47%	- -	20 0.37%	12 1.38%Tq
Utility Warehouse	28 0.43%	22 0.41%	3 0.51%	3 1.06%	- -	3 0.51%	1 0.47%	3 0.36%	1 0.19%	4 0.69%	1 0.13%	3 1.06%	5 0.76%	2 0.28%	2 0.26%	3 0.64%	- -	27 0.49%	1 0.13%
Three Broadband	28 0.43%	26 0.48%	2 0.34%	- -	- -	2 0.34%	- -	3 0.43%	6 1.17%T	2 0.36%	1 0.24%	- -	1 0.15%	4 0.52%	6 0.73%	2 0.36%	- -	21 0.39%	2 0.24%
Hyperoptic	25 0.40%q	23 0.43%	2 0.46%	- -	- -	2 0.46%	- -	1 0.16%	6 1.17%Tgjl no	1 0.13%	- -	- -	1 0.09%	13 1.56%Tgij lno	1 0.16%	- -	- -	15 0.28%	10 1.18%Tq
Community Fibre	23 0.37%q	23 0.43%	* 0.09%	- -	- -	* 0.09%	- -	- -	- -	- -	- -	- -	- -	22 2.59%Tefg hijklno	1 0.13%	- -	- -	16 0.29%	6 0.76%
Zen Internet	17 0.26%	15 0.28%	1 0.19%	1 0.37%	- -	1 0.19%	- -	2 0.22%	1 0.27%	1 0.15%	- -	1 0.37%	3 0.57%	3 0.35%	2 0.18%	3 0.56%	- -	17 0.31%	- -
John Lewis Broadband	12 0.18%	11 0.20%	- -	1 0.36%	- -	- -	- -	- -	- -	- -	1 0.13%	1 0.36%	- -	3 0.34%	4 0.47%	3 0.56%	- -	12 0.21%	- -
SSE	11 0.17%	10 0.19%	1 0.11%	- -	- -	1 0.11%	1 0.46%	- -	1 0.14%	- -	- -	- -	- -	3 0.39%	4 0.45%	1 0.22%	- -	8 0.14%	3 0.38%
See The Light	6 0.09%	6 0.11%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.11%	- -	1 0.23%	1 0.07%	* 0.05%	3 0.57%T	- -	5 0.10%	1 0.07%
Onestream	6 0.09%q	5 0.10%	- -	- -	* 0.25%	- -	- -	1 0.16%	- -	- -	1 0.12%	- -	- -	1 0.16%	2 0.26%	- -	* 0.25%	2 0.04%	4 0.43%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Fibrus	5 0.09%	- -	- -	- -	5 2.84%Tabc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 2.84%Tefg hijklmno	5 0.10%	- -
Ovo	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	1 0.24%	1 0.10%	- -	- -	1 0.20%	- -	1 0.07%	2 0.32%	- -	5 0.10%	- -
Gigaclear	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 0.07%	- -	- -	5 0.88%Tgmn	- -	5 0.10%	- -
Youfibre	4 0.07%	4 0.08%	- -	- -	- -	- -	3 1.14%Teghimno	- -	- -	- -	- -	- -	2 0.25%	- -	- -	- -	- -	4 0.08%	- -
Origin	4 0.07%	4 0.07%	- -	1 0.20%	- -	- -	1 0.26%	- -	- -	- -	- -	1 0.20%	- -	1 0.10%	2 0.26%	- -	- -	4 0.08%	- -
City Fibre	4 0.06%	3 0.06%	1 0.20%	- -	- -	1 0.20%	- -	- -	- -	- -	- -	- -	- -	- -	3 0.35%T	- -	- -	4 0.07%	- -
Trooli	3 0.05%	3 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.38%T	- -	- -	3 0.06%	- -
FibreNest	3 0.05%q	3 0.06%	- -	- -	- -	- -	1 0.49%T	- -	- -	- -	- -	- -	- -	- -	- -	2 0.36%T	- -	1 0.02%	2 0.23%q
The Phone Co-op	3 0.04%	2 0.04%	1 0.10%	- -	- -	1 0.10%	- -	1 0.08%	- -	- -	- -	- -	* 0.06%	* 0.06%	1 0.07%	- -	- -	3 0.05%	- -
WightFibre	3 0.04%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.29%T	- -	- -	3 0.05%	- -
ASK4 Internet	2 0.03%	1 0.02%	1 0.22%	- -	- -	1 0.22%	- -	1 0.15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	1 0.12%
Cuckoo Broadband	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	1 0.10%	- -	- -	- -	- -	- -	2 0.18%	- -	- -	2 0.03%	1 0.06%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 12

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		Country				Region												Ethnicity	
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Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Direct Save	2 0.03%	1 0.02%	* 0.08%	- -	- -	* 0.08%	- -	- -	- -	1 0.15%	- -	- -	- -	- -	- -	* 0.07%	- -	2 0.03%	- -
County Broadband	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.25%T	- -	- -	- -	- -	1 0.03%	- -
Home Telecom	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.07%	1 0.10%	- -	- -	1 0.03%	- -
Supanet	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.10%	- -	* 0.09%	- -	1 0.02%	- -
IDNet	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.12%	- -	* 0.06%	- -	- -	- -	- -	1 0.02%	- -
O2 Broadband	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.16%T	- -	1 0.02%	- -
Pop Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.10%	- -	1 0.01%	- -
Other answers	47 0.73%	40 0.75%	4 0.67%	1 0.43%	2 0.87%	4 0.67%	1 0.58%	3 0.42%	10 1.90%Tgl	5 0.93%	2 0.36%	1 0.43%	2 0.37%	7 0.79%	6 0.64%	5 0.85%	2 0.87%	40 0.73%	5 0.60%
Not applicable - I don't have a fixed broadband service	165 2.58%q	147 2.75%	15 2.79%	2 0.66%	1 0.46%	15 2.79%	8 3.13%	15 2.19%	22 4.15%Tknop	22 3.90%knop	14 2.99%	2 0.66%	15 2.55%	27 3.21%k	16 1.85%	8 1.51%	1 0.46%	131 2.39%	31 3.68%
Don't know	127 1.99%belq	117 2.19%Tb	3 0.48%	5 1.50%	3 1.42%	3 0.48%	7 2.71%el	17 2.41%el	15 2.81%el	11 2.06%el	7 1.47%	5 1.50%	3 0.49%	33 3.97%Tejln	12 1.38%	12 2.17%el	3 1.42%	68 1.25%	55 6.48%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Virgin Media	1367 21.46%abcdfgikl	1056 20.00%bcdfgikl	28 2.16%f	7 3.04%f	6 1.71%	5 13.02%	7 0.63%	6 1.14%	981 95.33%Tabcdfgikl	12 3.77%fg	- -	- -	- -	- -
BT	1298 20.38%cdfghikl	1179 22.34%Tcdfghikl	1119 86.80%Tacdfghikl	18 7.14%dfghk	4 0.97%	2 3.79%	8 0.71%	9 1.67%	8 0.80%	12 3.55%fh	- -	- -	- -	- -
Sky	1250 19.62%bcdghikl	1147 21.74%Tbcdghikl	39 3.00%dh	25 10.31%bdghikl	1 0.29%	10 24.26%	1050 94.19%Tabcdghikl	9 1.65%h	4 0.37%	5 1.62%h	- -	2 1.65%	- -	- -
TalkTalk	605 9.50%bcdfhikl	546 10.34%Tbcdfhikl	13 1.03%	2 0.73%	- -	* 1.11%	10 0.94%	505 91.88%Tabcdfhikl	4 0.42%	9 2.86%bdfh	- -	- -	- -	1 4.79%
Plusnet	413 6.48%bcfghik	378 7.16%Tbcfghik	11 0.82%f	3 1.30%f	353 95.52%Tabcfghikl	2 5.68%	1 0.07%	1 0.13%	4 0.35%	2 0.54%	- -	- -	1 1.81%fg	- -
Vodafone	371 5.82%bdfghk	317 6.01%bdfghk	11 0.87%	8 3.10%bdfg	2 0.53%	3 6.85%	7 0.60%	3 0.49%	11 1.10%	269 81.36%Tabcdfghkl	- -	- -	- -	- -
EE	284 4.45%bdfghi	222 4.20%bdfghi	17 1.34%	170 68.97%Tabdfghikl	1 0.30%	3 6.25%	13 1.19%	5 0.94%	8 0.77%	5 1.42%	- -	- -	- -	- -
Now Broadband	113 1.77%bdfghi	97 1.84%bdfghi	2 0.12%	- -	- -	- -	1 0.13%	- -	- -	- -	- -	94 94.32%Tabcdfghil	- -	- -
Shell Energy Broadband	58 0.91%bfgh	49 0.94%bfgh	1 0.05%	1 0.30%	- -	1 2.98%	- -	- -	- -	- -	- -	- -	46 90.97%Tabcdfghik	- -
KCOM / Karoo	34 0.53%bfh	26 0.49%bfh	- -	- -	- -	- -	- -	- -	* 0.03%	- -	26 97.69%	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

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Absolutes/col percents

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	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Post Office	32 0.50%	32 0.60%Tf	5 0.37%	2 0.61%	- -	15 36.06%	1 0.09%	5 0.88%f	2 0.21%	3 0.77%	- -	- -	- -	- -
Utility Warehouse	28 0.43%b	24 0.46%b	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	24 91.65%
Three Broadband	28 0.43%ab	8 0.15%	1 0.07%	- -	- -	- -	- -	- -	* 0.04%	- -	- -	- -	- -	- -
Hyperoptic	25 0.40%a	9 0.18%	1 0.08%	- -	- -	- -	- -	- -	1 0.08%	1 0.19%	- -	- -	- -	- -
Community Fibre	23 0.37%ab	9 0.16%	* 0.03%	- -	- -	- -	- -	- -	1 0.05%	- -	- -	- -	- -	- -
Zen Internet	17 0.26%	12 0.23%	2 0.12%	- -	1 0.16%	- -	- -	- -	- -	- -	- -	- -	- -	- -
John Lewis Broadband	12 0.18%	12 0.22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SSE	11 0.17%	11 0.21%	4 0.30%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
See The Light	6 0.09%	3 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Onestream	6 0.09%	6 0.11%	2 0.18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fibrus	5 0.09%a	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ovo	5 0.08%	5 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Gigaclear	5 0.08%a	1 0.02%	1 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 13

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Youfibre	4	1	1	-	-	-	-	-	-	-	-	-	-	-
	0.07%a	0.02%	0.10%	-	-	-	-	-	-	-	-	-	-	-
Origin	4	4	-	-	-	-	-	-	-	-	-	-	-	-
	0.07%	0.07%	-	-	-	-	-	-	-	-	-	-	-	-
City Fibre	4	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.06%a	0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Trooli	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-
FibreNest	3	2	-	-	-	-	-	-	-	-	-	-	-	-
	0.05%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	0.04%	0.05%	-	-	-	-	-	-	-	-	-	-	-	-
WightFibre	3	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.04%	0.03%	-	-	-	-	-	-	-	-	-	-	-	-
ASK4 Internet	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-
Cuckoo Broadband	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	0.03%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-
Direct Save	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	0.03%	0.03%	-	-	-	-	-	-	-	-	-	-	-	-
County Broadband	1	1	1	-	-	-	-	-	-	-	-	-	-	-
	0.02%	0.02%	0.09%	-	-	-	-	-	-	-	-	-	-	-
Home Telecom	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.02%	0.01%	-	-	-	-	-	-	-	-	-	-	-	-
Supanet	1	1	-	-	-	-	-	1	-	-	-	-	-	-
	0.02%	0.02%	-	-	-	-	-	0.15%	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
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Absolutes/col percents

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	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
IDNet	1 0.01%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
O2 Broadband	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pop Telecom	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other answers	47 0.73%afh	21 0.40%	5 0.42%	- -	- -	- -	- -	- -	- -	1 0.35%	- -	2 2.51%abcdfgh	- -	1 3.56%
Not applicable - I don't have a fixed broadband service	165 2.58%abdfgh	38 0.71%	10 0.76%	5 2.07%adfh	* 0.11%	- -	5 0.41%	4 0.80%	2 0.21%	3 0.85%	1 2.31%	2 1.52%	2 4.50%abdfgh	- -
Don't know	127 1.99%abdfgh	49 0.93%h	15 1.18%h	6 2.43%agh	2 0.42%	- -	12 1.05%	2 0.27%	3 0.25%	9 2.71%adgh	- -	- -	1 2.73%gh	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 14

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Virgin Media	1367 21.46%optz	1359 21.57%optz	7 3.20%	198 17.75%oz	80 18.73%oz	8 16.08%oz	244 23.68%optz	92 16.80%oz	140 23.36%optz	277 63.54%Tnopqr stuwxyzA	149 19.63%oz	38 29.85%Topqtw yz	17 14.79%oz	12 2.84%	27 26.30%oz
BT	1298 20.38%vyz	1286 20.40%vyz	191 82.36%Tnpqrs tuvwxyzA	262 23.45%Tnquvw yzA	76 17.88%vz	8 15.53%	214 20.76%vyz	125 22.83%vwyz	108 18.00%vz	45 10.23%	132 17.31%vz	23 17.99%vz	14 11.81%	29 7.00%	14 13.36%
Sky	1250 19.62%oqrvwx yA	1239 19.66%oqrvwxy A	4 1.55%	205 18.39%orvxyA	63 14.67%ov	2 3.78%	226 21.88%oqrvwx yA	121 21.96%oqrvwx yA	106 17.66%orvxy	24 5.52%o	125 16.37%ovy	11 8.51%o	9 8.01%o	310 74.02%Tnopqrs tuvwxyA	9 9.02%o
TalkTalk	605 9.50%opz	596 9.45%opz	3 1.26%	72 6.48%o	43 10.14%opz	9 18.76%opwyz	119 11.54%Tnopyz	65 11.86%opyz	87 14.48%Tnopvwy z	35 8.13%oz	63 8.33%oz	19 14.99%opwyz	5 4.28%	15 3.53%	15 14.17%opyz
Plusnet	413 6.48%pvz	409 6.49%pvz	11 4.70%	48 4.33%	46 10.90%Tnopsu vwz	6 12.14%pvz	65 6.33%vz	44 8.06%pvwz	32 5.31%vz	9 2.10%	37 4.83%v	9 6.82%vz	46 38.90%Tnopqrs tuvwxzA	10 2.33%	13 12.69%Tnopsuvwz
Vodafone	371 5.82%opstz	369 5.85%opstz	5 2.11%	25 2.25%	23 5.42%p	5 9.58%op	42 4.03%p	18 3.32%	24 3.94%	16 3.71%	163 21.44%Tnopqst uvxyzA	7 5.52%	4 3.53%	13 3.20%	1 1.33%
EE	284 4.45%stuvwz	284 4.50%stuvwz	4 1.84%	181 16.24%Tnoqrst uvwxyzA	15 3.54%vw	2 3.18%	24 2.32%	13 2.37%	13 2.13%	3 0.63%	10 1.36%	3 1.98%	4 3.73%v	7 1.70%	- -
Now Broadband	113 1.77%w	112 1.78%w	2 0.81%	12 1.03%	8 1.95%	- -	19 1.87%w	11 2.02%w	15 2.51%pvwz	2 0.57%	4 0.55%	5 3.63%pvwz	5 4.44%opvwz	2 0.55%	3 2.75%w
Shell Energy Broadband	58 0.91%s	58 0.91%s	- -	12 1.09%	5 1.18%	1 1.71%z	3 0.31%	10 1.75%sz	7 1.19%	2 0.56%	5 0.70%	1 1.07%	3 2.35%osz	- -	2 1.53%z
KCOM / Karoo	34 0.53%	34 0.54%	- -	8 0.74%	5 1.08%	- -	4 0.37%	4 0.71%	1 0.09%	1 0.33%	5 0.63%	1 0.41%	- -	3 0.65%	1 0.97%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

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	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Post Office	32 0.50%	31 0.49%	1 0.48%	4 0.35%	5 1.12%u	- -	10 0.92%	3 0.47%	* 0.05%	4 0.92%	4 0.48%	- -	- -	1 0.28%	- -
Utility Warehouse	28 0.43%	28 0.44%s	- -	6 0.52%	3 0.61%	- -	* 0.04%	1 0.26%	2 0.38%	1 0.14%	1 0.08%	- -	- -	3 0.65%	- -
Three Broadband	28 0.43%	28 0.44%	- -	3 0.30%	1 0.15%	- -	1 0.14%	- -	14 2.28%Tnopqstvwz	1 0.34%	* 0.04%	* 0.35%	1 0.51%	- -	1 0.72%
Hyperoptic	25 0.40%	25 0.40%	- -	4 0.32%	3 0.70%	- -	8 0.77%	* 0.07%	4 0.69%	1 0.18%	1 0.14%	- -	- -	2 0.37%	2 1.89%Tntw
Community Fibre	23 0.37%	23 0.37%	- -	7 0.63%s	- -	3 6.63%Tnopqstuvwyz	- -	1 0.20%	3 0.50%	3 0.61%s	3 0.34%	1 1.18%s	- -	- -	- -
Zen Internet	17 0.26%	17 0.27%	- -	1 0.09%	3 0.73%	- -	4 0.34%	- -	1 0.23%	* 0.07%	2 0.21%	1 0.98%t	2 1.98%Tnpstuvwz	- -	- -
John Lewis Broadband	12 0.18%	12 0.19%	- -	* 0.03%	3 0.63%p	- -	1 0.05%	4 0.72%Tnps	- -	- -	2 0.29%	- -	1 0.48%	1 0.34%	- -
SSE	11 0.17%	11 0.17%	- -	1 0.13%	3 0.77%Tnsw	- -	1 0.06%	1 0.26%	1 0.21%	* 0.07%	- -	- -	1 1.02%sw	- -	- -
See The Light	6 0.09%	5 0.09%	- -	- -	* 0.10%	- -	2 0.19%	* 0.07%	- -	- -	1 0.15%	- -	1 0.48%p	1 0.22%	- -
Onestream	6 0.09%	6 0.09%	- -	- -	- -	2 4.50%Tnopqstuvwz	1 0.05%	- -	2 0.27%	- -	- -	- -	- -	- -	- -
Fibrus	5 0.09%	5 0.09%	- -	- -	* 0.11%	- -	- -	- -	- -	2 0.45%Tn	3 0.39%Tn	- -	- -	- -	- -
Ovo	5 0.08%	5 0.08%	- -	3 0.23%	1 0.13%	- -	- -	* 0.06%	- -	- -	1 0.16%	1 0.46%	- -	- -	- -
Gigaclear	5 0.08%	5 0.08%	- -	1 0.10%	1 0.34%	- -	* 0.05%	- -	- -	- -	- -	* 0.31%	- -	1 0.32%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Youfibre	4 0.07%n	4 0.06%	- -	- -	- -	- -	- -	1 0.22%	- -	- -	- -	- -	2 1.29%Tnpqsuvwz	- -	1 1.02%Tnpsuw
Origin	4 0.07%	4 0.07%	- -	1 0.11%	- -	- -	- -	- -	1 0.14%	- -	- -	- -	- -	- -	2 2.19%Tnpqstuvwz
City Fibre	4 0.06%	4 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	3 0.40%Tn	- -	- -	- -	1 1.01%Tnpstu
Trooli	3 0.05%	3 0.05%	- -	- -	- -	- -	1 0.14%	- -	- -	- -	2 0.24%	- -	- -	- -	- -
FibreNest	3 0.05%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1.90%Tnpqstuvwz
The Phone Co-op	3 0.04%n	2 0.03%	- -	- -	- -	- -	1 0.10%	- -	- -	* 0.09%	- -	- -	- -	- -	1 0.54%np
WightFibre	3 0.04%	3 0.04%	- -	1 0.07%	- -	- -	- -	- -	- -	- -	- -	1 0.91%Tnsuw	- -	- -	- -
ASK4 Internet	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	1 0.21%	- -	- -	- -	- -	- -	- -	- -
Cuckoo Broadband	2 0.03%	2 0.03%	- -	- -	1 0.13%	- -	- -	- -	- -	2 0.36%Tn	- -	- -	- -	- -	- -
Direct Save	2 0.03%	2 0.03%	- -	- -	1 0.18%	- -	- -	1 0.15%	- -	- -	- -	- -	- -	- -	- -
County Broadband	1 0.02%	1 0.02%	* 0.13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.28%Tn	- -
Home Telecom	1 0.02%	1 0.02%	- -	1 0.08%	- -	- -	1 0.06%	- -	- -	- -	- -	- -	- -	- -	- -
Supanet	1 0.02%	1 0.02%	- -	* 0.04%	- -	- -	- -	- -	- -	- -	1 0.11%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
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Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
IDNet	1 0.01%	1 0.01%	- -	- -	1 0.21%Tn	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
O2 Broadband	1 0.01%	1 0.01%	- -	- -	- -	- -	1 0.08%	- -	- -	- -	- -	- -	- -	- -	- -
Pop Telecom	1 0.01%	1 0.01%	- -	1 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other answers	47 0.73%	47 0.74%	3 1.22%	8 0.75%	5 1.24%	- -	4 0.39%	4 0.64%	3 0.51%	* 0.11%	5 0.62%	4 3.53%Tnpstuvwz	1 1.17%	- -	2 1.86%vz
Not applicable - I don't have a fixed broadband service	165 2.58%ovz	163 2.58%ovz	- -	31 2.79%ovz	19 4.39%Tnovxz	3 6.66%ovxyz	25 2.47%ovz	13 2.37%ovz	29 4.83%Tnosvxyz	2 0.42%	22 2.85%ovz	- -	* 0.25%	- -	6 5.76%ovxyz
Don't know	127 1.99%ns	111 1.76%	1 0.34%	19 1.66%	13 2.98%s	1 1.47%	11 1.07%	14 2.61%	7 1.24%	4 0.92%	18 2.34%	2 1.51%	1 0.98%	7 1.73%	1 0.99%

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potentially vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Virgin Media	1367 21.46%bcdfgikl pqru	1367 22.48%Tbcdf gikl	- -	- -	- -	- -	- -	- -	1367 100.00%Tabcd fgikl	- -	- -	- -	- -	- -	934 27.18%Tp qr	13 2.97%	90 4.80%	2 1.38%	827 91.14%T opqr	260 23.68%u	686 20.21%	313 24.01%T u	440 21.86%	871 21.20%
BT	1298 20.38%cdfghikl qrst	1298 21.35%Tcdfgh ikl	1298 100.00%Tacdf ghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	683 19.89%qrs	361 82.59%Toqrs	303 16.09%rs	5 3.10%	13 1.45%	193 17.60%	726 21.39%t	256 19.68%	419 20.82%	852 20.74%
Sky	1250 19.62%bcdghikl prs	1250 20.56%Tbcdg hikl	- -	- -	- -	- -	1250 100.00%Tabcd ghikl	- -	- -	- -	- -	- -	- -	- -	1095 31.87%Tprs	6 1.33%	1067 56.70%Toprs	8 4.51%ps	10 1.11%	188 17.15%	693 20.43%t	262 20.14%	391 19.42%	810 19.73%
TalkTalk	605 9.50%bcdfhiklo pqsv	605 9.96%Tbcdf hikl	- -	- -	- -	- -	- -	605 100.00%Tabcd fhikl	- -	- -	- -	- -	- -	- -	247 7.18%pqs	9 1.97%	98 5.22%ps	128 75.15%Topqs	8 0.83%	111 10.12%	341 10.05%v	99 7.63%	194 9.61%	384 9.36%
Plusnet	413 6.48%bcfghikop qs	413 6.79%Tbcfg hikl	- -	- -	413 100.00%Tabcf ghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	91 2.64%s	7 1.49%	68 3.60%os	6 3.59%s	5 0.50%	74 6.71%	241 7.09%	75 5.75%	151 7.48%	249 6.06%
Vodafone	371 5.82%bcdfghkos	371 6.10%Tbcdf ghk	- -	- -	- -	- -	- -	- -	- -	371 100.00%Tabcd fghkl	- -	- -	- -	- -	141 4.11%s	16 3.64%s	98 5.19%os	9 5.27%s	15 1.61%	58 5.26%	196 5.77%	97 7.42%T	117 5.80%	245 5.98%
EE	284 4.45%bdfghikoq svw	284 4.67%Tbdfg hik	- -	284 100.00%Tabdf ghikl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	97 2.84%s	14 3.30%s	59 3.14%s	5 3.09%	11 1.26%	62 5.62%v	151 4.46%	42 3.22%	66 3.26%	204 4.96%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Now Broadband	113 1.77%bdfghiopqs	113 1.86%bdfghi	- -	- -	- -	- -	- -	- -	- -	- -	- -	113 100.00%Tabcdfghil	- -	- -	10 0.28%	- -	8 0.44%	- -	- -	15 1.39%	56 1.66%	34 2.59%	37 1.86%	74 1.80%
Shell Energy Broadband	58 0.91%bfghoqs	58 0.96%bfgh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	58 100.00%Tabcdfghik	- -	8 0.22%	- -	6 0.32%	1 0.87%s	- -	6 0.58%	35 1.05%	12 0.91%	17 0.83%	39 0.95%
KCOM / Karoo	34 0.53%bfh	34 0.56%bfh	- -	- -	- -	- -	- -	- -	- -	- -	34 100.00%	- -	- -	- -	15 0.43%	- -	15 0.78%os	- -	- -	8 0.74%	20 0.60%	5 0.39%	12 0.58%	18 0.43%
Post Office	32 0.50%bfh	32 0.52%bfh	- -	- -	- -	32 100.00%	- -	- -	- -	- -	- -	- -	- -	- -	20 0.58%	3 0.58%	7 0.36%	5 2.69%Toqs	6 0.66%	11 0.98%u	12 0.34%	6 0.44%	13 0.66%	16 0.39%
Utility Warehouse	28 0.43%bfho	28 0.46%bfh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	28 100.00%	9 0.26%	- -	9 0.48%	- -	- -	1 0.08%	22 0.66%T	2 0.13%	10 0.50%	18 0.43%
Three Broadband	28 0.43%bfhoqx	28 0.45%bfh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 0.12%	- -	1 0.05%	1 0.37%	* 0.04%	4 0.37%	18 0.52%	4 0.33%	13 0.66%x	9 0.23%
Hyperoptic	25 0.40%ou	25 0.42%bh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	8 0.23%	1 0.17%	4 0.23%	- -	1 0.07%	6 0.53%	7 0.21%	12 0.91%Tu	4 0.20%	19 0.47%
Community Fibre	23 0.37%oq	23 0.38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 0.10%	- -	1 0.05%	- -	- -	3 0.29%	11 0.31%	6 0.43%	10 0.50%	13 0.31%
Zen Internet	17 0.26%o	17 0.28%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.05%	- -	2 0.10%	- -	- -	2 0.14%	9 0.25%	7 0.52%	5 0.25%	12 0.29%
John Lewis Broadband	12 0.18%o	12 0.19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.06%	2 0.50%oq	- -	- -	- -	1 0.09%	6 0.17%	4 0.35%	2 0.09%	10 0.24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
SSE	11 0.17%o	11 0.18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	5 0.43%	5 0.14%	1 0.05%	4 0.18%	7 0.18%
See The Light	6 0.09%	6 0.10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 0.12%	- -	4 0.22%	- -	- -	1 0.09%	4 0.11%	1 0.04%	1 0.07%	4 0.10%
Onestream	6 0.09%	6 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.04%	1 0.20%	1 0.03%	- -	- -	* 0.04%	5 0.14%	- -	1 0.05%	5 0.12%
Fibrus	5 0.09%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	3 0.20%	1 0.07%	4 0.10%
Ovo	5 0.08%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.06%	- -	2 0.10%	- -	- -	2 0.16%	2 0.06%	1 0.11%	3 0.16%	2 0.05%
Gigaclear	5 0.08%	5 0.09%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 0.04%	3 0.10%	1 0.11%	2 0.10%	3 0.08%
Youfibre	4 0.07%	4 0.07%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.04%	1 0.28%	- -	- -	- -	- -	4 0.13%	- -	2 0.11%	2 0.05%
Origin	4 0.07%	4 0.07%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	1 0.06%	1 0.04%	- -	1 0.04%	4 0.09%
City Fibre	4 0.06%	4 0.07%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.09%	1 0.08%	3 0.15%	1 0.03%
Trooli	3 0.05%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.08%	- -	3 0.14%	- -	- -	3 0.25%Tu	- -	1 0.04%	1 0.03%	3 0.07%
FibreNest	3 0.05%	3 0.05%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.24%Tu	1 0.06%	2 0.05%
The Phone Co-op	3 0.04%	3 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.05%	* 0.01%	1 0.08%	- -	3 0.06%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Table 15

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
WightFibre	3 0.04%	3 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	- -	1 0.03%	- -	- -	- -	1 0.04%	1 0.09%	1 0.07%	1 0.03%
ASK4 Internet	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	1 0.06%	- -	- -	- -	1 0.03%	- -	- -	2 0.05%
Cuckoo Broadband	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.05%	- -	- -	- -	- -	- -	1 0.02%	2 0.12%	1 0.03%	2 0.04%
Direct Save	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.08%	* 0.01%	* 0.03%	- -	2 0.04%
County Broadband	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	1 0.06%	- -	- -	- -	* 0.01%	1 0.09%	1 0.06%	* 0.01%
Home Telecom	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02%	1 0.06%	- -	1 0.01%
Supanet	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 0.01%	- -	* 0.02%	- -	- -	1 0.07%	* 0.01%	- -	- -	1 0.03%
IDNet	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	* 0.02%	1 0.01%
O2 Broadband	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.03%	- -	- -	1 0.02%
Pop Telecom	1 0.01%	1 0.01%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.04%	1 0.03%	- -
Other answers	47 0.73%bf hos	47 0.77%bfh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	8 0.23%	- -	7 0.40%	- -	- -	5 0.46%	25 0.74%	10 0.74%	13 0.62%	29 0.71%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Table 15

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		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
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Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Not applicable - I don't have a fixed broadband service	165 2.58%abcdf ghiopqs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	21 0.62%	- -	13 0.67%	- -	9 0.97%	44 4.03%Tu v	78 2.29%	24 1.83%	50 2.47%	107 2.62%
Don't know	127 1.99%abcdf ghioqsuw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	20 0.57%	4 0.98%	12 0.65%	- -	3 0.35%	32 2.91%uv	26 0.78%	16 1.21%	27 1.33%	78 1.91%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 16

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Sky	1883 29.55%bhiknp	968 31.16%Tb	911 28.10%	243 27.60%	300 28.18%	318 32.18%hi	378 34.47%Tcdhi	279 30.45%i	266 26.41%	100 23.61%	528 30.45%k	459 25.54%	444 34.32%Tkm	452 29.21%k	987 27.95%	896 31.53%Tn	1482 28.82%	401 32.62%Tp
Virgin Media	908 14.25%q	418 13.45%	487 15.02%	132 15.02%	149 13.99%	150 15.16%	144 13.16%	116 12.70%	142 14.13%	74 17.66%fg	251 14.51%	255 14.18%	184 14.20%	218 14.07%	506 14.34%	401 14.13%	847 16.48%Tq	60 4.91%
BT	436 6.85%befmo	256 8.24%Tb	179 5.53%	98 11.12%Tefghi	88 8.23%ef	49 4.95%	50 4.57%	53 5.80%	70 6.99%f	29 6.82%	150 8.65%Tm	131 7.30%m	95 7.36%m	60 3.90%	281 7.96%To	156 5.47%	339 6.59%	97 7.93%
TalkTalk	171 2.68%j	85 2.73%	86 2.65%	33 3.73%	28 2.65%	29 2.91%	23 2.10%	20 2.17%	27 2.65%	11 2.69%	31 1.81%	50 2.78%	38 2.93%	51 3.32%j	81 2.30%	89 3.14%	143 2.78%	28 2.24%
Freesat	9 0.13%	6 0.19%	3 0.08%	- -	3 0.25%	* 0.05%	3 0.26%	1 0.09%	- -	2 0.40%	3 0.19%	4 0.21%	* 0.03%	1 0.08%	7 0.20%	2 0.06%	6 0.11%	3 0.25%
Freeview	4 0.06%	- -	4 0.11%	- -	1 0.13%	2 0.21%	- -	- -	- -	- -	2 0.12%	1 0.08%	- -	- -	4 0.10%	- -	4 0.07%	- -
Plusnet	3 0.04%	2 0.05%	1 0.03%	2 0.19%	- -	- -	1 0.06%	* 0.03%	- -	- -	- -	- -	3 0.21%T	- -	- -	3 0.09%	2 0.03%	1 0.08%
Three	2 0.03%	1 0.04%	1 0.03%	- -	- -	- -	1 0.08%	1 0.14%	- -	- -	1 0.05%	- -	- -	1 0.09%	1 0.02%	1 0.05%	2 0.04%	- -
Polish TV (non-specific)	1 0.02%	1 0.05%	- -	- -	1 0.13%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.09%	- -	1 0.05%	1 0.03%	- -
Other answers	19 0.30%	13 0.40%	6 0.20%	2 0.23%	- -	11 1.08%Tdfg	1 0.06%	- -	4 0.35%	2 0.53%dg	4 0.24%	5 0.29%	5 0.39%	5 0.30%	9 0.27%	10 0.34%	14 0.26%	5 0.45%
Invalid - Streaming service / on-demand / non-TV package	66 1.04%c	25 0.81%	39 1.21%	2 0.28%	4 0.42%	12 1.23%	17 1.59%cd	12 1.35%c	10 0.95%	8 1.83%cd	11 0.61%	17 0.97%	12 0.89%	26 1.71%Tj	28 0.80%	38 1.34%	56 1.08%	11 0.85%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 16

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Not applicable - I don't have a pay TV service	2715 42.61%aclp	1266 40.73%	1438 44.37%Ta	281 31.93%	451 42.37%c	404 40.92%c	473 43.14%c	431 46.98%Tce	482 47.90%Tcde	194 45.96%c	716 41.33%l	810 45.09%Tl	481 37.22%	707 45.68%Tjl	1526 43.24%	1189 41.83%	2132 41.46%	583 47.44%Tp
Don't know	155 2.44%efghi m	66 2.14%	87 2.68%	87 9.90%Tdefg hi	39 3.64%Tefgh i	13 1.31%g	6 0.51%	3 0.28%	6 0.62%	2 0.49%	35 2.04%	64 3.56%Tjm	32 2.47%	24 1.54%	99 2.82%	56 1.97%	116 2.25%	40 3.24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 17

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Sky	1883 29.55%am	1526 28.54%	164 30.93%	120 39.52%Tab	73 38.00%Ta	164 30.93%m	76 29.83%	206 29.18%m	155 29.89%m	159 28.65%	136 29.63%	120 39.52%Tef ghijlmno	183 30.46%m	200 23.79%	258 29.63%m	154 28.32%	73 38.00%Tgi mo	1627 29.79%	233 27.49%
Virgin Media	908 14.25%b cehk	815 15.24%Tbc d	56 10.48%	20 6.67%	17 9.07%	56 10.48%	43 16.94%ehk p	105 14.90%k	54 10.47%	102 18.43%Teh klop	75 16.47%ehkp	20 6.67%	77 12.83%k	158 18.76%Teh klop	137 15.74%ehk p	63 11.54%k	17 9.07%	757 13.87%	144 16.92%
BT	436 6.85%l	354 6.62%	44 8.21%	19 6.33%	20 10.35%	44 8.21%l	23 9.18%ln	48 6.87%	36 6.93%	45 8.05%l	23 4.93%	19 6.33%	24 4.02%	64 7.61%l	45 5.14%	46 8.48%ln	20 10.35%jln	367 6.72%	69 8.07%
TalkTalk	171 2.68%q	141 2.63%	16 3.03%	10 3.27%	4 2.11%	16 3.03%	6 2.19%	24 3.40%	11 2.16%	9 1.69%	11 2.38%	10 3.27%	26 4.33%Tino	26 3.15%	17 1.98%	10 1.81%	4 2.11%	129 2.35%	39 4.55%Tq
Freesat	9 0.13%	8 0.15%	- -	1 0.18%	- -	- -	- -	- -	* 0.09%	- -	2 0.46%	1 0.18%	2 0.37%	- -	2 0.25%	1 0.20%	- -	8 0.15%	* 0.06%
Freeview	4 0.06%	4 0.07%	- -	- -	- -	- -	- -	- -	- -	1 0.25%	- -	- -	- -	2 0.25%	- -	- -	- -	4 0.06%	- -
Plusnet	3 0.04%	2 0.04%	- -	* 0.10%	- -	- -	2 0.66%Tmn	- -	- -	- -	1 0.15%	* 0.10%	- -	- -	- -	- -	- -	3 0.05%	- -
Three	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	1 0.17%	- -	- -	- -	- -	- -	- -	1 0.24%T	- -	2 0.04%	- -
Polish TV (non-specific)	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.31%T	- -	- -	- -	- -	- -	- -	1 0.03%	- -
Other answers	19 0.30%	15 0.28%	2 0.44%	2 0.61%	- -	2 0.44%	- -	2 0.25%	2 0.43%	1 0.19%	3 0.58%	2 0.61%	2 0.37%	3 0.31%	2 0.26%	- -	- -	14 0.26%	5 0.59%
Invalid - Streaming service / on-demand / non-TV package	66 1.04%	59 1.11%	3 0.62%	3 1.03%	* 0.22%	3 0.62%	2 0.74%	8 1.12%	8 1.63%o	6 1.09%	8 1.74%o	3 1.03%	8 1.38%	7 0.82%	10 1.19%	1 0.26%	* 0.22%	59 1.08%	7 0.82%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 17

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Not applicable - I don't have a pay TV service	2715 42.61%r	2273 42.52%	242 45.51%	124 41.00%	76 39.83%	242 45.51%	95 37.54%	288 40.81%	231 44.54%	219 39.46%	186 40.72%	124 41.00%	270 45.05%	348 41.41%	379 43.54%	256 47.00%fi	76 39.83%	2393 43.82%Tr	299 35.26%
Don't know	155 2.44%beq	146 2.74%Tb	4 0.78%	4 1.29%	1 0.41%	4 0.78%	7 2.92%e	24 3.47%el	19 3.69%elp	12 2.18%	12 2.64%	4 1.29%	7 1.18%	33 3.89%Telp	20 2.27%	12 2.15%	1 0.41%	98 1.79%	53 6.25%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 18

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Sky	1883 29.55%bdghkl	1706 32.33%Tbdghkl	316 24.55%dghkl	67 27.41%dghkl	53 14.28%h	10 23.22%	968 86.80%Tabcdghikl	82 14.98%h	72 6.96%	92 27.69%dghkl	13 50.88%	7 6.92%	4 7.97%	6 23.16%
Virgin Media	908 14.25%bcdfgikl	823 15.60%Tbcdfgikl	15 1.14%	14 5.65%bdfgk	8 2.05%	10 23.40%	9 0.81%	11 1.96%	734 71.34%Tabcdfgikl	22 6.79%bdfgk	- -	- -	- -	- -
BT	436 6.85%dfghk	408 7.73%Tdfghk	337 26.12%Tacdfghikl	15 6.01%dfghk	7 1.77%f	4 8.81%	5 0.48%	13 2.38%fh	9 0.91%	16 4.94%dfh	- -	- -	- -	- -
TalkTalk	171 2.68%bfh	162 3.07%Tbfh	4 0.33%	5 1.90%bfh	4 1.21%	8 18.48%	4 0.37%	123 22.48%Tabcdfhikl	3 0.31%	9 2.66%bfh	- -	- -	1 2.90%bfh	- -
Freesat	9 0.13%	8 0.14%	1 0.12%	1 0.47%	- -	- -	1 0.10%	- -	- -	1 0.31%	- -	1 1.28%Tabfgh	- -	- -
Freeview	4 0.06%	2 0.04%	- -	1 0.57%Tabh	- -	- -	* 0.04%	- -	- -	- -	- -	- -	- -	- -
Plusnet	3 0.04%	2 0.04%	- -	- -	2 0.54%Tabfh	- -	- -	- -	- -	- -	- -	- -	- -	- -
Three	2 0.03%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Polish TV (non-specific)	1 0.02%	1 0.03%	- -	- -	- -	- -	- -	- -	- -	1 0.43%Ta	- -	- -	- -	- -
Other answers	19 0.30%	16 0.30%	- -	5 1.91%Tabfgh	3 0.84%bf	- -	- -	2 0.29%	1 0.11%	1 0.31%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 18

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Invalid - Streaming service / on-demand / non-TV package	66 1.04%af	47 0.90%	9 0.74%	5 1.89%f	3 0.73%	- -	4 0.40%	4 0.82%	5 0.52%	7 2.19%afh	2 6.68%	5 5.46%Tabdfgh	- -	1 2.26%
Not applicable - I don't have a pay TV service	2715 42.61%afh	2005 37.99%fh	583 45.27%afh	114 46.18%afh	285 77.12%Tabcfgh i	11 26.10%	108 9.72%	308 56.13%Tabcfh	190 18.46%f	172 52.13%Tafh	11 42.44%	86 86.34%Tabcfgh i	45 89.13%Tabcfgh i	18 69.09%
Don't know	155 2.44%afgh	96 1.81%	22 1.74%	20 8.01%Tabdfghi k	5 1.45%	- -	14 1.27%	5 0.97%	14 1.39%	8 2.55%	- -	- -	- -	1 5.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 19

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Sky	1883 29.55%oqvyA	1870 29.67%oquvyA	34 14.56%	345 30.91%oquvxyA	76 17.73%	14 28.19%vA	338 32.72%Tnoquvxy A	166 30.15%oqvyA	152 25.42%oqvA	55 12.68%	242 31.78%oquvxyA	27 20.88%A	21 17.97%	340 81.37%Tnopqrstuvwxy A	10 9.32%
Virgin Media	908 14.25%opz	903 14.33%opz	12 5.06%	132 11.85%oz	58 13.54%oz	5 10.12%z	135 13.12%oz	75 13.72%oz	86 14.44%oz	201 46.08%Tnopqrstuwxyz A	106 13.92%oz	22 16.92%oz	12 10.19%z	9 2.21%	16 15.89%oz
BT	436 6.85%yz	434 6.88%yz	90 38.78%Tnpqrstuvwxyz A	82 7.32%yz	32 7.50%yz	3 5.36%y	60 5.78%yz	35 6.42%yz	36 5.99%yz	29 6.67%yz	42 5.54%yz	7 5.32%yz	- -	4 1.02%	2 2.36%
TalkTalk	171 2.68%	170 2.70%	1 0.51%	22 1.93%	14 3.24%	2 3.64%	30 2.90%	13 2.44%	25 4.22%Tnopyz	8 1.80%	26 3.48%o	5 3.86%o	- -	6 1.36%	4 4.38%oy
Freesat	9 0.13%	9 0.14%	- -	2 0.18%	- -	- -	2 0.15%	- -	2 0.27%	2 0.36%	1 0.08%	- -	1 1.08%Tnt	- -	- -
Freeview	4 0.06%	4 0.06%	- -	1 0.13%	- -	- -	- -	- -	- -	2 0.38%Tn	* 0.06%	- -	- -	- -	- -
Plusnet	3 0.04%	3 0.04%	- -	2 0.15%	- -	- -	- -	* 0.05%	1 0.12%	- -	- -	- -	- -	- -	- -
Three	2 0.03%	2 0.03%	- -	- -	- -	- -	- -	- -	2 0.37%Tn	- -	- -	- -	- -	- -	- -
Polish TV (non-specific)	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	1 0.19%Tn	- -	- -	- -	- -
Other answers	19 0.30%	19 0.30%	- -	6 0.55%	1 0.29%	1 2.78%Tnotuvwz	5 0.48%	- -	2 0.27%	1 0.12%	1 0.07%	- -	2 1.72%Tntvwz	- -	1 0.58%
Invalid - Streaming service / on-demand / non-TV package	66 1.04%	66 1.05%	2 1.00%	13 1.18%	6 1.41%	- -	8 0.78%	8 1.42%	5 0.80%	2 0.40%	15 1.91%Tn	* 0.35%	- -	2 0.44%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 19

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Not applicable - I don't have a pay TV service	2715 42.61%vz	2683 42.57%vz	92 39.42%vz	472 42.24%vz	232 54.30%Tnopstuvwz	24 48.20%vz	438 42.48%vz	229 41.64%vz	278 46.49%vz	133 30.44%z	309 40.57%vz	64 50.24%vz	81 68.61%Tnopqrstuvwxz	55 13.22%	64 62.76%Tnopstuvwz
Don't know	155 2.44%nz	140 2.22%z	2 0.67%	40 3.57%Tnosvz	8 1.99%	1 1.70%	16 1.59%	23 4.15%Tnosuvz	10 1.62%	5 1.06%	18 2.40%z	3 2.43%	1 0.43%	2 0.38%	5 4.71%ovz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 20

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Sky	1883 29.55%bcdghklprs	1858 30.56%Tbcdghkl	303 23.33%dghkl	59 20.83%hk	68 16.40%hk	7 21.22%	1067 85.39%Tabcdghikl	98 16.22%hk	90 6.61%	98 26.34%dghkl	15 43.39%	8 7.39%	6 10.48%	9 32.39%	1883 54.81%Tprs	- -	1883 100.00%Toprs	- -	- -	315 28.70%	1015 29.91%	410 31.44%	565 28.07%	1240 30.19%
Virgin Media	908 14.25%bcdfgiklpqr	896 14.73%Tbcdfgikl	13 1.02%	11 4.03%bdfg	5 1.11%	6 18.74%	10 0.81%	8 1.24%	827 60.53%Tabcdfgikl	15 3.95%bdfg	- -	- -	- -	- -	908 26.43%Tpqr	- -	- -	- -	908 100.00%Topqr	173 15.77%	475 14.00%	187 14.34%	317 15.76%Tx	555 13.51%
BT	436 6.85%dfghklqrs	432 7.11%Tdfghkl	361 27.77%Tacdfghikl	14 5.08%dfghk	7 1.57%f	3 7.91%	6 0.46%	9 1.42%	13 0.95%	16 4.28%fgh	- -	- -	- -	- -	436 12.71%Tqrs	436 100.00%Toqrs	- -	- -	- -	79 7.18%	244 7.19%	88 6.75%	124 6.16%	304 7.41%
TalkTalk	171 2.68%bfhpqs	171 2.81%Tbfh	5 0.41%	5 1.86%bh	6 1.48%bh	5 14.40%	8 0.61%	128 21.18%Tabcdfhikl	2 0.17%	9 2.42%bfh	- -	- -	1 2.54%bh	- -	171 4.97%Tpqs	- -	- -	171 100.00%Topqs	- -	53 4.86%Tuv	81 2.39%	24 1.82%	63 3.12%	96 2.34%
Freesat	9 0.13%	9 0.14%	1 0.11%	1 0.41%h	- -	- -	2 0.13%	- -	- -	2 0.41%h	- -	1 1.13%Tabgh	- -	- -	9 0.25%	- -	- -	- -	- -	* 0.04%	4 0.11%	3 0.26%	3 0.13%	6 0.14%
Freeview	4 0.06%x	4 0.06%	- -	1 0.49%Tabh	- -	- -	* 0.04%	- -	- -	- -	- -	- -	- -	- -	4 0.10%	- -	- -	- -	- -	* 0.04%	1 0.04%	2 0.13%	3 0.15%	* 0.01%
Plusnet	3 0.04%	3 0.04%	- -	- -	3 0.65%Tabfh	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 0.08%	- -	- -	- -	- -	2 0.15%	* 0.01%	- -	1 0.03%	2 0.05%
Three	2 0.03%	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.06%	- -	- -	- -	- -	- -	1 0.04%	1 0.07%	1 0.07%	- -
Polish TV (non-specific)	1 0.02%	1 0.02%	- -	- -	- -	- -	- -	- -	- -	1 0.38%Ta	- -	- -	- -	- -	1 0.04%	- -	- -	- -	- -	- -	1 0.04%	- -	- -	1 0.03%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 20

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Other answers	19 0.30%	19 0.31%	- -	5 1.66%Tabfh	3 0.75%bh	- -	2 0.13%	4 0.68%bh	1 0.04%	1 0.27%	- -	- -	- -	- -	19 0.55%Tq	- -	- -	- -	- -	6 0.59%	9 0.25%	3 0.25%	8 0.39%	9 0.22%
Invalid - Streaming service / on-demand / non-TV package	66 1.04%oqs	64 1.05%	11 0.84%	5 1.64%	3 0.75%	- -	7 0.55%	8 1.27%	9 0.68%	7 1.88%f	2 5.13%	5 4.82%Tabdfgh	- -	1 2.16%	- -	- -	- -	- -	- -	16 1.41%	36 1.05%	11 0.84%	28 1.40%	36 0.89%
Not applicable - I don't have a pay TV service	2715 42.61%afhopqrst	2527 41.57%fh	579 44.62%afh	162 57.03%Tabfh	313 75.86%Tabcfghi	12 37.72%	139 11.11%	346 57.18%Tabfh	411 30.08%f	213 57.36%Tabfh	16 47.47%	98 86.66%Tabcdfghi	51 86.98%Tabcfghi	17 60.23%	- -	- -	- -	- -	- -	422 38.38%	1482 43.68%t	559 42.88%	858 42.60%	1768 43.05%
Don't know	155 2.44%afghopqsuv	94 1.55%f	25 1.91%f	20 6.98%Tabdfghik	6 1.43%	- -	9 0.76%	5 0.80%	13 0.93%	10 2.70%fgh	1 4.01%	- -	- -	1 5.23%	- -	- -	- -	- -	- -	31 2.86%uv	44 1.29%	16 1.24%	43 2.12%	89 2.16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 21

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?

Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Had reason to complain	2011 31.56%bghi lmoq	1063 34.19%Tb	943 29.08%	399 45.34%Tefg hi	467 43.88%Tefg hi	379 38.42%Tfgh i	319 29.16%ghi	208 22.67%h	164 16.29%	74 17.67%	595 34.35%Tlm	611 34.02%Tlm	372 28.78%	432 27.90%	1206 34.18%To	804 28.30%	1682 32.70%Tq	329 26.77%
Landline phone	364 5.71%bg	217 6.99%Tb	146 4.51%	51 5.84%	96 9.02%Tcfgh i	68 6.84%gh	52 4.70%	34 3.70%	43 4.25%	20 4.84%	128 7.38%Tkm	87 4.82%	76 5.89%	73 4.70%	215 6.08%	149 5.24%	297 5.77%	67 5.45%
Mobile phone	766 12.03%bfgh imoq	424 13.63%Tb	340 10.50%	193 21.93%Tefg hi	211 19.80%Tefg hi	155 15.70%Tfghi	99 9.01%ghi	55 5.95%h	35 3.53%	19 4.55%	237 13.66%Tm	239 13.29%m	153 11.82%m	138 8.91%	476 13.47%To	291 10.23%	650 12.65%Tq	116 9.44%
Fixed broadband internet	1248 19.59%bghi loq	660 21.24%Tb	585 18.04%	215 24.44%Tfgh i	296 27.81%Tfgh i	236 23.86%Tghi	216 19.73%ghi	138 15.07%hi	106 10.50%	41 9.83%	364 20.98%l	374 20.84%l	224 17.29%	286 18.48%	738 20.91%To	510 17.94%	1039 20.20%Tq	209 17.04%
Pay TV	327 5.13%bghim q	219 7.06%Tb	108 3.32%	48 5.45%ghi	95 8.91%Tcfgh i	71 7.14%Tghi	54 4.96%ghi	25 2.76%	29 2.91%	5 1.16%	110 6.36%Tkm	77 4.27%	79 6.10%km	61 3.95%	187 5.30%	140 4.93%	293 5.70%Tq	34 2.77%
None of these	4359 68.42%acde jknp	2044 65.76%	2299 70.92%Ta	481 54.66%	595 55.98%	608 61.58%cd	776 70.84%cde	709 77.33%Tcde f	842 83.71%Tcde fg	347 82.33%Tcde f	1138 65.65%	1185 65.98%	919 71.10%Tjk	1116 72.10%Tjk	2323 65.82%	2036 71.65%Tn	3459 67.27%	900 73.23%Tp
Don't know	2 0.02%	2 0.05%	- -	- -	2 0.14%	- -	- -	- -	- -	- -	- -	- -	2 0.12%	- -	- -	2 0.05%	2 0.03%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 22

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Had reason to complain	2011 31.56%belq	1718 32.13%b	137 25.85%	97 32.06%	58 30.57%	137 25.85%	87 34.16%el	236 33.47%elo	157 30.23%	178 31.94%l	135 29.53%	97 32.06%	151 25.15%	372 44.33%Tefghijklnop	254 29.14%	149 27.32%	58 30.57%	1556 28.48%	443 52.21%Tq
Landline phone	364 5.71%q	316 5.91%	23 4.36%	15 4.93%	9 4.92%	23 4.36%	17 6.78%	39 5.57%	24 4.70%	38 6.80%	22 4.89%	15 4.93%	26 4.37%	82 9.78%Teghjklno	40 4.57%	27 4.92%	9 4.92%	282 5.17%	81 9.56%Tq
Mobile phone	766 12.03%beq	675 12.62%Tb	43 8.14%	31 10.23%	17 9.12%	43 8.14%	33 12.97%	86 12.15%	63 12.10%	76 13.59%e	45 9.89%	31 10.23%	61 10.13%	172 20.51%Tefghijklnop	86 9.89%	53 9.81%	17 9.12%	539 9.87%	218 25.70%Tq
Fixed broadband internet	1248 19.59%q	1049 19.63%	92 17.33%	65 21.45%	41 21.66%	92 17.33%	49 19.34%	141 19.97%	103 19.85%	121 21.82%lo	79 17.26%	65 21.45%	97 16.10%	204 24.28%Tejlno	167 19.11%	89 16.42%	41 21.66%	1001 18.32%	244 28.74%Tq
Pay TV	327 5.13%hlq	288 5.38%	22 4.05%	9 3.03%	9 4.45%	22 4.05%	28 10.97%Teghjklnop	30 4.20%	15 2.91%	38 6.87%hkln	23 5.06%	9 3.03%	18 3.08%	78 9.30%Teghjklno	35 4.05%	22 4.05%	9 4.45%	257 4.70%	70 8.19%Tq
None of these	4359 68.42%mr	3627 67.84%	394 74.15%Ta	206 67.94%	133 69.43%	394 74.15%Tfgm	167 65.84%m	467 66.31%m	362 69.77%m	378 68.06%m	322 70.47%m	206 67.94%m	449 74.85%Tfgim	468 55.67%	618 70.86%m	395 72.68%gm	133 69.43%m	3905 71.49%Tr	406 47.79%
Don't know	2 0.02%	2 0.03%	- -	- -	- -	- -	- -	2 0.22%T	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.03%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 23

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Had reason to complain	2011 31.56%bk	1720 32.59%Tbdk	358 27.76%k	103 41.77%Tabdfk	97 26.28%k	31 74.70%	349 31.31%k	193 35.19%bdk	387 37.64%Tabdfk	134 40.50%Tabdfk	5 17.54%	14 14.42%	15 28.55%	5 19.06%
Landline phone	364 5.71%	363 6.88%T	92 7.15%T	14 5.68%	21 5.66%	6 14.10%	64 5.72%	57 10.31%Tabdfk	75 7.32%	26 7.74%	- -	2 2.42%	2 3.28%	- -
Mobile phone	766 12.03%b	654 12.39%b	118 9.17%	65 26.33%Tabdfghk l	34 9.15%	13 32.06%	144 12.88%b	65 11.84%	126 12.29%b	70 21.26%Tabdfghkl	- -	5 5.18%	3 5.43%	4 14.63%
Fixed broadband internet	1248 19.59%k	1058 20.06%bk	229 17.78%k	39 15.76%	66 17.96%k	12 28.49%	199 17.87%k	144 26.18%Tabcdfk	245 23.84%Tabcdfk	77 23.21%k	5 17.54%	7 6.57%	12 22.78%k	1 4.43%
Pay TV	327 5.13%d	316 6.00%Tbd	51 3.93%	16 6.32%d	9 2.40%	7 17.16%	87 7.84%Tabdk	32 5.88%d	95 9.23%Tabdgikl	16 4.90%	- -	1 1.07%	- -	1 4.43%
None of these	4359 68.42%achi	3557 67.41%chi	931 72.24%Tacghi	143 58.23%	272 73.72%acghi	11 25.30%	766 68.69%chi	356 64.81%	642 62.36%	197 59.50%	22 82.46%	85 85.58%Tabcdfg hi	36 71.45%	21 80.94%
Don't know	2 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 24

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Had reason to complain	2011 31.56%sty	2006 31.82%Tpsty	93 39.84%Tnpsty	322 28.83%y	138 32.35%ty	27 54.02%Tnpqstwxyz A	294 28.52%y	135 24.56%	243 40.64%Tnpqstyz	163 37.31%Tnpsty	273 35.85%Tnpsty	39 31.04%y	19 16.30%	135 32.37%ty	32 31.28%y
Landline phone	364 5.71%wy	362 5.74%wy	36 15.33%Tnpqstuwxyz A	52 4.66%y	23 5.50%y	4 8.92%y	46 4.42%y	26 4.75%y	38 6.32%y	50 11.58%Tnpqstuwxy	29 3.79%	4 3.23%	- -	38 9.04%Tnpstwy	5 5.03%y
Mobile phone	766 12.03%stxyA	766 12.15%TstxyA	42 18.11%Tnpqstxy A	134 11.99%txyA	46 10.76%yA	10 21.09%stxyA	92 8.93%	37 6.78%	123 20.55%Tnpqstvxyz A	53 12.17%txyA	128 16.83%Tnpqstxy A	6 4.36%	4 3.22%	60 14.40%stxyA	3 3.25%
Fixed broadband internet	1248 19.59%pt	1244 19.74%Tpt	62 26.46%Tnpsty	182 16.34%	87 20.38%t	16 32.29%pty	203 19.65%t	70 12.72%	143 23.81%Tnpty	106 24.34%Tnpty	156 20.51%pt	35 27.35%pty	17 14.03%	80 19.18%t	26 25.63%pt
Pay TV	327 5.13%	327 5.19%	20 8.75%Tnpswxy	47 4.17%	25 5.77%	6 12.90%TpswxyA	50 4.82%	26 4.77%	38 6.32%	36 8.29%Tnpswxy	29 3.81%	3 2.26%	2 1.66%	34 8.16%Tnpswxy	2 2.06%
None of these	4359 68.42%noruvw	4298 68.18%oruvw	140 60.16%	795 71.17%noruvw	288 67.65%ru	23 45.98%	738 71.48%Tnoruvw	415 75.44%Tnoqruvwz	355 59.36%	273 62.69%	488 64.15%r	88 68.96%r	99 83.70%Tnopqrsuvwxz A	283 67.63%ru	70 68.72%r
Don't know	2 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 25

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Had reason to complain	2011 31.56%bku	1934 31.81%bk	362 27.85%k	103 36.17%bk	118 28.53%k	22 68.67%	371 29.71%k	201 33.19%bk	503 36.79%Tabdfk	144 38.77%Tabdfk	9 25.23%	20 17.27%	16 27.81%	5 18.17%	1252 36.44%Tq	201 46.15%Toq	589 31.29%	85 49.89%Toqs	363 39.95%Toq	435 39.57%Tuv	993 29.25%	415 31.86%	656 32.60%	1256 30.58%
Landline phone	364 5.71%v	363 5.96%T	91 7.00%	15 5.27%	21 5.15%	7 21.77%	70 5.61%	58 9.63%Tadfhik	76 5.55%	14 3.75%	* 0.84%	3 2.66%	2 2.87%	- -	285 8.28%Tq	72 16.48%Toqs	112 5.94%	30 17.72%Toqs	70 7.76%T	96 8.70%Tuv	187 5.51%	55 4.23%	126 6.24%	225 5.47%
Mobile phone	766 12.03%abku	698 11.48%bk	115 8.83%	63 22.35%Tabdfghkl	36 8.79%	6 18.99%	150 12.04%bk	57 9.47%	159 11.63%bk	78 21.02%Tabdfghkl	* 0.84%	5 4.18%	4 7.58%	4 13.94%	502 14.61%Tq	91 20.88%Toqs	250 13.27%	32 18.48%T	124 13.63%	201 18.29%Tuv	342 10.08%	157 12.04%	241 11.97%	477 11.61%
Fixed broadband internet	1248 19.59%ckqu	1240 20.40%Tcfk	241 18.55%	38 13.32%	84 20.27%ck	14 44.12%	220 17.61%	144 23.74%Tbcfk	339 24.77%Tabcfk	81 21.76%ck	9 25.23%	12 10.22%	13 22.77%k	1 4.23%	731 21.28%Tq	123 28.16%Toq	324 17.21%	48 27.93%Tq	225 24.83%Toq	256 23.29%Tu	625 18.41%	261 20.04%	410 20.34%	780 18.99%
Pay TV	327 5.13%d	325 5.35%Td	61 4.72%	13 4.49%	11 2.60%	4 13.44%	92 7.38%Tabdgkl	21 3.47%	103 7.53%Tabdgkl	16 4.44%	* 0.84%	1 0.95%	- -	1 4.23%	324 9.44%Tq	48 10.89%T	152 8.05%T	19 11.17%T	106 11.71%Toq	70 6.41%v	177 5.20%	53 4.05%	88 4.36%	218 5.31%
None of these	4359 68.42%hioprst	4145 68.19%hi	937 72.15%Tacghi	181 63.83%	295 71.47%hi	10 31.33%	879 70.29%hi	404 66.81%	864 63.21%	227 61.23%	25 74.77%	94 82.73%Tabcdfghi	42 72.19%	23 81.83%	2183 63.56%prs	235 53.85%	1293 68.71%oprs	85 50.11%	545 60.05%r	664 60.43%	2401 70.75%Tt	886 68.03%t	1357 67.40%	2849 69.39%
Don't know	2 0.02%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 0.12%	- -	2 0.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 26

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Landline phone																		
Total	5362	2642	2704	700	828	798	915	803	920	399	1484	1497	1106	1274	2982	2380	4269	1093
Had reason to complain	364 6.78%bgh	217 8.22%Tb	146 5.41%	51 7.34%g	96 11.58%Tcfgh i	68 8.46%gh	52 5.63%	34 4.23%	43 4.65%	20 5.11%	128 8.62%Tkm	87 5.79%	76 6.88%	73 5.71%	215 7.20%	149 6.26%	297 6.95%	67 6.12%
Mobile phone																		
Total	6327	3083	3223	879	1062	987	1092	909	988	411	1726	1784	1280	1537	3510	2817	5111	1216
Had reason to complain	766 12.11%bfgh imoq	424 13.74%Tb	340 10.56%	193 21.93%Tefg hi	211 19.84%Tefg hi	155 15.71%Tfghi	99 9.04%ghi	55 6.00%h	35 3.59%	19 4.67%	237 13.72%Tm	239 13.38%m	153 11.94%m	138 8.98%	476 13.55%To	291 10.32%	650 12.73%Tq	116 9.54%
Fixed broadband																		
Total	6206	3016	3169	850	1037	959	1067	889	989	415	1695	1751	1264	1496	3446	2761	5016	1190
Had reason to complain	1248 20.11%bghi loq	660 21.89%Tb	585 18.45%	215 25.27%Tfgh i	296 28.53%Tfgh i	236 24.56%Tghi	216 20.26%ghi	138 15.56%hi	106 10.69%	41 9.98%	364 21.45%l	374 21.38%l	224 17.69%	286 19.13%	738 21.42%To	510 18.47%	1039 20.70%Tq	209 17.59%
Pay TV																		
Total	3590	1817	1764	596	609	571	606	474	515	220	1006	969	800	814	1975	1615	2955	635
Had reason to complain	327 9.10%bghi q	219 12.08%Tb	107 6.08%	48 8.03%i	95 15.57%Tcfg hi	71 12.35%Tcghi	54 8.92%i	25 5.35%	29 5.69%	5 2.22%	110 10.92%Tm	77 7.92%	79 9.86%	61 7.50%	187 9.45%	140 8.67%	293 9.90%Tq	34 5.36%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 27

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Landline phone																			
Total	5362	4483	444	272	163	444	216	606	412	472	392	272	506	702	737	440	163	4610	702
Had reason to complain	364 6.78%q	316 7.05%	23 5.21%	15 5.49%	9 5.76%	23 5.21%	17 7.98%	39 6.48%	24 5.93%	38 8.01%	22 5.70%	15 5.49%	26 5.19%	82 11.70%Tegh jklno	40 5.41%	27 6.08%	9 5.76%	282 6.12%	81 11.57%Tq
Mobile phone																			
Total	6327	5307	528	301	191	528	253	700	514	553	453	301	594	836	864	540	191	5420	848
Had reason to complain	766 12.11%beq	675 12.71%Tb	43 8.19%	31 10.30%	17 9.12%	43 8.19%	33 13.02%	86 12.22%	63 12.22%	76 13.68%e	45 9.98%	31 10.30%	61 10.22%	172 20.61%Tefg hijklnop	86 9.98%	53 9.88%	17 9.12%	539 9.95%	218 25.74%Tq
Fixed broadband																			
Total	6206	5199	516	301	190	516	246	689	498	534	444	301	584	813	855	536	190	5332	818
Had reason to complain	1248 20.11%q	1049 20.19%	92 17.83%	65 21.59%	41 21.76%	92 17.83%	49 19.96%	141 20.42%	103 20.71%	121 22.70%lo	79 17.79%	65 21.59%	97 16.52%	204 25.08%Tej lno	167 19.47%	89 16.68%	41 21.76%	1001 18.77%	244 29.83%Tq
Pay TV																			
Total	3590	3014	286	175	115*	286	156	409	279	331	263	175	321	485	482	287	115*	3010	543
Had reason to complain	327 9.10%q	287 9.54%	22 7.52%	9 5.23%	9 7.42%	22 7.52%	28 17.78%Tegh jklnop	30 7.23%	15 5.41%	38 11.56%hkl	23 8.79%	9 5.23%	18 5.75%	78 16.04%Tegh jklnop	35 7.33%	22 7.68%	9 7.42%	257 8.53%	70 12.82%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 28

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Landline phone														
Total	5362	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Had reason to complain	364	363	92	14	21	6	64	57	75	26	-	2	2	-
	6.78%	6.88%T	7.15%	5.68%	5.66%	14.10%	5.72%	10.31%Tabdfk	7.32%	7.74%	-	2.42%	3.28%	-
Mobile phone														
Total	6327	5237	1277	246	368	41**	1106	542	1023	329	26**	99*	50*	26**
Had reason to complain	766	654	118	65	34	13	144	65	126	70	-	5	3	4
	12.11%b	12.49%b	9.26%	26.33%Tabdfghk l	9.18%	32.61%	12.98%b	11.99%	12.37%b	21.34%Tabdfghkl	-	5.22%	5.50%	14.63%
Fixed broadband														
Total	6206	5239	1279	241	369	42**	1111	545	1027	328	26**	98*	49*	26**
Had reason to complain	1248	1058	229	39	66	12	199	144	245	77	5	7	12	1
	20.11%k	20.20%bk	17.92%k	16.09%	17.98%k	28.49%	17.94%k	26.39%Tabcdfk	23.89%Tabcdfk	23.41%k	17.96%	6.67%	23.86%k	4.43%
Pay TV														
Total	3590	3225	696	128*	82*	31**	1002	236	834	151*	13**	8**	6**	8**
Had reason to complain	327	316	51	15	9	7	87	32	95	16	-	1	-	1
	9.10%	9.80%Tb	7.29%	11.92%	10.86%	23.22%	8.72%	13.66%Tb	11.39%Tb	10.73%	-	13.08%	-	15.48%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 29

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Landline phone															
Total	5362	5299	224	906	340	38**	874	484	484	372	652	101*	100*	390	77*
Had reason to complain	364 6.78%wy	362 6.83%wy	36 15.89%Tnpqstuwxy	52 5.75%y	23 6.89%y	4 11.45%	46 5.22%y	26 5.39%y	38 7.82%wy	50 13.56%Tnpqstuwxy	29 4.43%	4 4.08%	- -	38 9.70%Tnpstwy	5 6.71%y
Mobile phone															
Total	6327	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Had reason to complain	766 12.11%stxyA	766 12.15%stxyA	42 18.11%TnpqstxyA	134 11.99%txyA	46 10.76%yA	10 21.09%stxyA	92 8.93%	37 6.78%	123 20.55%TnpqstvxyzA	53 12.17%txyA	128 16.83%TnpqstxyA	6 4.36%	4 3.22%	60 14.40%stxyA	3 3.25%
Fixed broadband															
Total	6206	6141	232	1086	408	46**	1007	537	570	434	740	127*	118*	418	97*
Had reason to complain	1248 20.11%pt	1244 20.26%Tpt	62 26.46%Tnpty	182 16.80%	87 21.32%t	16 34.60%	203 20.15%t	70 13.03%	143 25.02%Tnpty	106 24.44%pty	156 21.11%pt	35 27.35%pty	17 14.06%	80 19.18%t	26 27.20%pty
Pay TV															
Total	3590	3554	138*	632	189	26**	586	313	316	301	438	63*	37**	361	38**
Had reason to complain	327 9.10%	327 9.19%	20 14.68%pw	46 7.32%	25 13.02%pw	6 24.91%	50 8.49%	26 8.38%	38 11.99%w	36 11.98%w	29 6.63%	3 4.57%	2 5.30%	34 9.45%	2 5.54%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 30

Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Landline phone																								
Total	5362	5227	1190	223	381	32**	1154	548	1064	318	26**	98*	50*	24**	3149	409	1719	162	829	926	2921	1061	1688	3461
Had reason to complain	364 6.78%	363 6.94%T	91 7.63%	15 6.70%	21 5.58%	7 21.77%	70 6.07%	58 10.64%Ta dfhik	76 7.13%	14 4.37%	* 1.11%	3 3.08%	2 3.34%	- -	285 9.04%T q	72 17.59%To qs	112 6.51%	30 18.64%To qs	70 8.50%	96 10.33%Tu v	187 6.40%	55 5.19%	126 7.44%	225 6.49%
Mobile phone																								
Total	6327	6039	1288	284	412	31**	1239	598	1360	369	34**	112*	58*	28**	3416	434	1871	170	903	1091	3368	1297	1996	4082
Had reason to complain	766 12.11%a bku	698 11.56%bk	115 8.89%	63 22.35%Ta bdfghkl	36 8.82%	6 19.42%	150 12.14%bk	57 9.58%	159 11.69%b k	78 21.12%Ta bdfghkl	* 0.84%	5 4.21%	4 7.67%	4 13.94%	502 14.69%T q	91 20.98%T oqs	250 13.35%	32 18.54%T	124 13.70%	201 18.42%T uv	342 10.16%	157 12.10%	241 12.07%	477 11.68%
Fixed broadband																								
Total	6206	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3413	436	1870	171	899	1055	3316	1279	1964	3999
Had reason to complain	1248 20.11%c fkqu	1240 20.40%T cfk	241 18.55%	38 13.32%	84 20.27%c k	14 44.12%	220 17.61%	144 23.74%T bcfk	339 24.77%T abcfk	81 21.76%c k	9 25.23%	12 10.22%	13 22.77%k	1 4.23%	731 21.41%T q	123 28.16%T oq	324 17.33%	48 27.93%T q	225 25.08%T oq	256 24.27%T u	625 18.84%	261 20.42%	410 20.85%	780 19.50%
Pay TV																								
Total	3590	3488	708	117*	97*	20**	1104	251	946	151*	16**	10**	8**	10**	3435	436	1883	171	908	662	1876	733	1127	2302
Had reason to complain	327 9.10%	325 9.31%T	61 8.66%	12 10.60%	11 11.13%	4 21.57%	92 8.35%	21 8.35%	103 10.88%	16 10.89%	* 1.77%	1 11.11%	- -	1 11.24%	324 9.44%T q	48 10.89%	152 8.05%	19 11.17%	106 11.71%T oq	70 10.64%	176 9.39%	53 7.19%	87 7.75%	218 9.46%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 31

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	331	190	141	45	87	57	46	34	42	20	112	88	66	65	200	131	269	62
Weighted base	364	217	146	51*	96*	68*	52*	34**	43*	20**	128*	87*	76*	73*	215	149*	297	67*
Effective base	247	141	106	34	68	38	35	25	35	16	85	70	53	42	154	94	200	47
The service not performing as it should, for example, poor call/line quality, loss of service	167 46.05%	101 46.26%	67 45.75%	20 39.31%	42 43.57%	27 40.64%	21 40.71%	19 55.64%	27 62.99%T	11 54.62%	65 51.14%	34 39.63%	34 45.18%	33 45.67%	100 46.49%	68 45.42%	133 45.00%	34 50.74%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	121 33.37%fk	76 34.91%	45 31.07%	14 27.55%	42 44.13%Tfh	32 47.62%Tfh	9 17.32%	8 24.24%	9 21.82%	6 30.21%	48 37.43%	20 23.22%	26 34.08%	27 37.57%	68 31.69%	53 35.79%	104 34.94%	18 26.39%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	116 31.86%	67 30.93%	49 33.24%	21 41.33%h	39 40.22%h	19 28.65%	20 39.55%	7 21.16%	8 18.08%	1 6.58%	43 33.77%	26 29.55%	20 26.62%	27 36.73%	69 32.07%	47 31.56%	97 32.86%	18 27.43%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	92 25.19%h	58 26.47%	34 23.29%	19 36.44%fh	33 34.86%Tfh	23 34.09%h	7 13.85%	4 12.63%	3 7.52%	2 8.62%	28 21.62%	21 24.41%	28 36.58%T	15 20.51%	49 22.75%	43 28.72%	81 27.19%	11 16.35%
Dissatisfaction with customer service from a previous occasion or contact	72 19.88%	42 19.10%	31 21.03%	12 23.02%	27 28.63%T	9 13.93%	12 23.67%	1 4.14%	6 14.99%	4 17.34%	31 23.87%	16 18.57%	12 16.24%	13 18.21%	47 21.73%	26 17.20%	56 19.02%	16 23.65%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 31

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	364	217	146	51*	96*	68*	52*	34**	43*	20**	128*	87*	76*	73*	215	149*	297	67*
Something else (please specify)	17 4.81%b	15 6.94%	2 1.65%	- -	3 3.08%	1 2.10%	5 10.51%	1 4.12%	5 10.98%c	2 7.88%	2 1.80%	6 6.78%	5 7.07%	4 5.40%	8 3.81%	9 6.25%	14 4.66%	4 5.48%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 32

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	331	279	27	16	9	27	13	29	27	30	22	16	22	71	39	26	9	265	66
Weighted base	364	316	23**	15**	9**	23**	17**	39**	24**	38**	22**	15**	26**	82*	40*	27**	9**	282	81*
Effective base	247	209	20	12	7	20	11	18	20	22	18	12	18	57	31	19	7	206	44
The service not performing as it should, for example, poor call/line quality, loss of service	167 46.05%	148 46.86%	9 39.95%	6 42.95%	4 38.81%	9 39.95%	9 51.20%	18 45.41%	7 29.37%	14 36.93%	13 58.67%	6 42.95%	17 65.31%	36 44.14%	18 44.64%	16 59.92%	4 38.81%	136 48.25%	31 38.41%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	121 33.37%q	109 34.38%	8 32.40%	4 23.99%	2 16.76%	8 32.40%	5 31.28%	16 41.38%	9 35.83%	11 29.25%	5 22.07%	4 23.99%	6 21.44%	36 43.56%	12 31.34%	8 31.28%	2 16.76%	85 29.95%	37 45.27%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	116 31.86%nq	100 31.58%	6 26.50%	6 42.41%	4 37.58%	6 26.50%	1 8.04%	9 23.65%	6 25.39%	15 39.54%	13 58.96%	6 42.41%	11 40.55%	34 41.01%n	6 15.44%	4 16.15%	4 37.58%	81 28.81%	34 42.47%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	92 25.19%q	83 26.12%	3 14.91%	5 31.48%	1 9.38%	3 14.91%	6 34.98%	7 17.44%	5 18.49%	8 21.72%	5 22.48%	5 31.48%	11 42.92%	24 28.91%	13 32.54%	4 14.78%	1 9.38%	64 22.50%	28 34.57%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 32

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?

Base: All who had a reason to complain about landline phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	364	316	23**	15**	9**	23**	17**	39**	24**	38**	22**	15**	26**	82*	40*	27**	9**	282	81*
Dissatisfaction with customer service from a previous occasion or contact	72 19.88%	61 19.26%	3 14.21%	4 24.42%	4 47.22%	3 14.21%	2 11.80%	9 24.12%	4 16.53%	3 8.74%	3 12.04%	4 24.42%	7 26.05%	24 28.84%	4 10.87%	4 16.74%	4 47.22%	54 19.25%	18 22.06%
Something else (please specify)	17 4.81%	16 5.10%	1 2.77%	- -	1 7.98%	1 2.77%	3 16.48%	* 1.21%	6 25.19%	1 2.94%	2 7.82%	- -	* 1.52%	1 0.65%	3 7.16%	- -	1 7.98%	17 6.01%	1 0.65%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 33

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	331	330	93	16	19	5	57	47	66	19	-	2	1	-
Weighted base	364	363	92*	14**	21**	6**	64*	57*	75*	26**	-**	2**	2**	-**
Effective base	247	246	73	13	15	4	44	39	52	10	-	2	1	-
The service not performing as it should, for example, poor call/line quality, loss of service	167 46.05%	167 45.96%	42 45.73%	4 30.81%	9 42.59%	4 69.17%	32 50.34%	23 40.29%	34 44.73%	12 47.35%	- -	2 77.95%	2 100.00%	- -
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	121 33.37%	121 33.42%	34 36.95%	5 32.39%	4 19.50%	1 9.26%	15 24.15%	23 40.63%	23 30.92%	16 62.98%	- -	- -	- -	- -
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	116 31.86%	116 31.91%	25 26.90%	4 27.86%	8 38.40%	3 44.33%	21 32.78%	20 35.55%	29 38.21%	6 24.16%	- -	1 22.05%	- -	- -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	92 25.19%	92 25.24%	20 21.51%	3 21.87%	4 19.31%	3 52.91%	16 25.02%	17 30.76%	19 25.47%	9 35.27%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 33

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	364	363	92*	14**	21**	6**	64*	57*	75*	26**	-**	2**	2**	-**
Dissatisfaction with customer service from a previous occasion or contact	72 19.88%	72 19.91%	18 19.92%	2 17.73%	5 22.47%	* 6.49%	11 17.07%	8 14.08%	23 30.17%Ta	4 13.95%	- -	- -	- -	- -
Something else (please specify)	17 4.81%	17 4.82%	5 4.89%	2 17.80%	1 6.79%	- -	3 5.18%	1 2.11%	4 5.38%	- -	- -	1 22.05%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 34

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	331	328	30	55	19	5	46	26	28	39	32	3	-	32	3
Weighted base	364	362	36**	52*	23**	4**	46*	26**	38**	50**	29**	4**	-**	38**	5**
Effective base	247	245	24	45	15	5	35	20	23	24	24	2	-	26	2
The service not performing as it should, for example, poor call/line quality, loss of service	167 46.05%	166 45.81%	15 41.51%	27 52.02%	9 39.67%	1 13.18%	18 40.07%	13 49.71%	15 40.22%	28 56.40%	16 54.87%	1 15.76%	- -	16 42.60%	2 45.50%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	121 33.37%	121 33.37%	25 69.61%	16 30.87%	5 20.30%	2 45.31%	15 33.08%	5 19.63%	10 26.17%	22 42.85%	6 21.24%	- -	- -	10 25.58%	2 43.13%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	116 31.86%	115 31.86%	8 23.24%	14 26.97%	14 57.94%	1 33.57%	18 38.94%	6 24.12%	14 36.18%	19 38.36%	10 35.74%	3 64.10%	- -	6 16.79%	1 11.36%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	92 25.19%	92 25.31%	13 35.38%	14 25.94%	6 26.15%	2 54.69%	12 25.55%	3 10.43%	17 44.65%	9 18.23%	6 20.38%	- -	- -	9 22.98%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 34

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	364	362	36**	52*	23**	4**	46*	26**	38**	50**	29**	4**	-**	38**	5**
Dissatisfaction with customer service from a previous occasion or contact	72 19.88%	72 19.97%	9 24.76%	8 14.47%	2 9.99%	1 32.13%	10 22.41%	5 20.01%	8 21.45%	9 18.32%	6 19.27%	1 20.14%	- -	9 23.26%	3 56.87%
Something else (please specify)	17 4.81%	17 4.83%	- -	2 4.58%	- -	- -	3 5.84%	3 11.33%	5 12.73%	2 3.76%	- -	- -	- -	3 7.34%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 35

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	331	329	88	15	19	5	64	48	63	15	1	3	1	-	242	57	98	24	63	86	178	43	126	193
Weighted base	364	363	91*	15**	21**	7**	70*	58*	76*	14**	***	3**	2**	-**	285	72*	112*	30**	70*	96*	187	55*	126*	225
Effective base	247	246	70	13	15	4	49	31	49	11	1	2	1	-	184	47	68	20	50	64	129	36	96	144
The service not performing as it should, for example, poor call/line quality, loss of service	167 46.05%	167 45.92%	42 45.84%	5 34.45%	11 50.49%	- -	36 51.40%	23 39.14%	36 47.21%	6 41.14%	- -	2 82.30%	2 100.00%	- -	121 42.59%	24 33.52%	52 46.18%	10 31.83%	36 50.77%	48 50.09%	82 44.06%	30 54.55%	56 44.25%	109 48.67%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	121 33.37%	121 33.45%	35 38.02%	4 24.30%	6 25.96%	3 39.31%	20 28.97%	26 44.12%	25 33.06%	3 19.47%	- -	- -	- -	- -	110 38.58%T	33 46.55%T	44 39.19%	9 30.58%	23 32.91%	31 32.48%	60 32.28%	23 41.00%	39 31.06%	77 34.11%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	116 31.86%	116 31.94%	29 32.32%	1 7.72%	7 30.85%	* 5.50%	19 26.81%	22 38.04%	30 38.91%	7 50.92%	* 100.00%	1 17.70%	- -	- -	96 33.88%	26 36.78%	31 27.65%	12 39.37%	27 38.45%	30 31.51%	59 31.54%	16 28.43%	36 28.38%	77 34.30%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	92 25.19%	92 25.26%	24 26.35%	3 22.38%	4 18.96%	2 31.45%	20 28.26%	13 21.80%	21 27.86%	4 32.02%	- -	- -	- -	- -	87 30.67%T	29 39.88%T	31 27.82%	8 27.84%	19 27.00%	27 27.86%	51 27.31%	10 17.85%	38 30.17%	51 22.59%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 35

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	364	363	91*	15**	21**	7**	70*	58*	76*	14**	***	3**	2**	-**	285	72*	112*	30**	70*	96*	187	55*	126*	225
Dissatisfaction with customer service from a previous occasion or contact	72 19.88%g	72 19.83%g	18 20.19%	* 2.11%	5 22.06%	4 60.69%	13 19.19%	4 7.11%	24 31.56%Tag	3 20.31%	- -	- -	- -	- -	58 20.52%	11 14.82%	22 19.92%	4 12.03%	22 30.92%To	18 18.56%	41 22.05%	11 20.20%	29 23.11%	39 17.31%
Something else (please specify)	17 4.81%	17 4.82%	4 4.14%	2 16.64%	1 6.66%	- -	3 4.71%	1 2.05%	4 5.35%	- -	- -	1 17.70%	- -	- -	11 3.95%	- -	7 6.43%	- -	4 5.75%	2 1.73%	8 4.50%	6 11.36%t	10 7.65%	8 3.51%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 36

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	331	190	141	45	87	57	46	34	42	20	112	88	66	65	200	131	269	62
Weighted base	364	217	146	51*	96*	68*	52*	34**	43*	20**	128*	87*	76*	73*	215	149*	297	67*
Effective base	247	141	106	34	68	38	35	25	35	16	85	70	53	42	154	94	200	47
NET: Yes	284 78.22%k	177 81.38%	107 73.51%	40 77.52%	83 86.30%fh	58 85.91%	35 68.26%	26 77.89%	29 67.89%	13 63.84%	109 85.12%k	60 69.78%	59 77.86%	56 76.50%	169 78.92%	115 77.20%	235 79.28%	49 73.52%
Yes - to my landline provider	257 70.60%	160 73.43%	97 66.39%	31 60.69%	68 70.68%	56 82.95%c	35 68.26%	26 77.89%	28 66.40%	12 56.93%	104 81.41%Tkl	55 63.23%	46 59.82%	52 71.66%	159 74.07%	98 65.61%	209 70.45%	48 71.27%
Yes - to Ofcom	63 17.45%fhq	44 20.12%	20 13.47%	20 39.19%Tfh	29 29.74%Tfh	13 18.63%fh	1 2.08%	1 3.26%	- -	- -	20 15.60%	11 12.96%	18 23.94%	14 19.24%	31 14.54%	32 21.65%	61 20.73%Tq	2 2.89%
Yes - other (please specify)	4 1.09%p	4 1.83%	- -	- -	- -	1 1.15%	1 2.23%	- -	1 1.50%	1 6.91%	* 0.23%	2 2.22%	1 1.46%	1 0.88%	2 1.04%	2 1.18%	1 0.47%	3 3.84%p
No	77 21.07%	38 17.66%	38 26.13%	9 18.43%	13 13.70%	10 14.09%	16 31.74%d	8 22.11%	13 30.88%d	7 36.16%	19 14.88%	24 27.82%j	16 21.45%	17 23.50%	43 20.11%	33 22.45%	59 19.84%	18 26.48%
Don't know	3 0.72%	2 0.96%	1 0.36%	2 4.05%	- -	- -	- -	- -	1 1.23%	- -	- -	2 2.40%	1 0.69%	- -	2 0.97%	1 0.35%	3 0.88%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 37

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	331	279	27	16	9	27	13	29	27	30	22	16	22	71	39	26	9	265	66
Weighted base	364	316	23**	15**	9**	23**	17**	39**	24**	38**	22**	15**	26**	82*	40*	27**	9**	282	81*
Effective base	247	209	20	12	7	20	11	18	20	22	18	12	18	57	31	19	7	206	44
NET: Yes	284 78.22%q	247 78.04%	18 77.00%	12 78.09%	8 87.37%	18 77.00%	9 49.67%	34 86.64%	17 68.39%	24 64.19%	14 64.35%	12 78.09%	25 93.51%	75 91.17%T	32 79.13%	18 66.34%	8 87.37%	208 73.57%	77 94.37%Tq
Yes - to my landline provider	257 70.60%q	220 69.74%	16 70.73%	12 78.09%	8 87.37%	16 70.73%	8 44.64%	31 78.25%	16 64.51%	18 47.33%	14 64.35%	12 78.09%	25 93.51%	64 77.73%	30 74.45%	16 59.46%	8 87.37%	190 67.41%	66 81.71%
Yes - to Ofcom	63 17.45%q	63 19.81%T	1 3.50%	- -	- -	1 3.50%	5 26.94%	9 23.84%	3 11.38%	9 25.08%	3 14.19%	- -	2 8.48%	24 29.00%Tn	3 7.72%	4 15.19%	- -	35 12.27%	29 35.46%Tq
Yes - other (please specify)	4 1.09%	3 0.81%	1 2.77%	- -	1 8.28%	1 2.77%	- -	1 2.84%	- -	- -	- -	- -	1 4.38%	* 0.36%	- -	- -	1 8.28%	4 1.41%	- -
No	77 21.07%mr	67 21.14%	5 23.00%	3 21.91%	1 12.63%	5 23.00%	9 50.33%	5 13.36%	8 31.61%	14 35.81%	5 24.00%	3 21.91%	2 6.49%	7 8.83%	8 20.87%	9 33.66%	1 12.63%	72 25.51%Tr	5 5.63%
Don't know	3 0.72%	3 0.82%	- -	- -	- -	- -	- -	- -	- -	- -	3 11.66%	- -	- -	- -	- -	- -	- -	3 0.92%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 38

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	331	330	93	16	19	5	57	47	66	19	-	2	1	-
Weighted base	364	363	92*	14**	21**	6**	64*	57*	75*	26**	-**	2**	2**	-**
Effective base	247	246	73	13	15	4	44	39	52	10	-	2	1	-
NET: Yes	284 78.22%	284 78.18%	72 77.79%	12 86.91%	16 75.29%	6 100.00%	48 75.80%	43 76.50%	58 76.89%	23 88.88%	- -	1 22.05%	2 100.00%	- -
Yes - to my landline provider	257 70.60%	256 70.55%	67 72.29%	11 81.74%	11 54.49%	3 44.33%	44 69.15%	38 67.89%	54 71.19%	22 85.50%	- -	1 22.05%	2 100.00%	- -
Yes - to Ofcom	63 17.45%	63 17.48%	10 11.02%	2 13.74%	4 20.80%	5 93.51%	7 10.54%	10 17.97%	13 16.84%	12 46.69%	- -	- -	- -	- -
Yes - other (please specify)	4 1.09%	4 1.10%	2 2.26%	- -	- -	- -	- -	1 1.96%	1 1.03%	- -	- -	- -	- -	- -
No	77 21.07%	77 21.10%	20 22.21%	2 13.09%	5 24.71%	- -	15 24.20%	13 22.57%	17 23.11%	1 2.98%	- -	2 77.95%	- -	- -
Don't know	3 0.72%	3 0.72%	- -	- -	- -	- -	- -	1 0.93%	- -	2 8.13%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 39

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	331	328	30	55	19	5	46	26	28	39	32	3	-	32	3
Weighted base	364	362	36**	52*	23**	4**	46*	26**	38**	50**	29**	4**	-**	38**	5**
Effective base	247	245	24	45	15	5	35	20	23	24	24	2	-	26	2
NET: Yes	284 78.22%	284 78.42%	30 83.98%	43 82.31%	17 71.65%	4 100.00%	43 94.60%Tn	14 52.71%	25 67.29%	43 84.63%	18 62.55%	3 79.86%	- -	29 77.67%	5 100.00%
Yes - to my landline provider	257 70.60%	256 70.77%	23 64.35%	42 81.09%	15 63.83%	4 81.54%	40 86.68%Tn	13 51.48%	22 57.94%	38 75.01%	16 56.37%	3 79.86%	- -	26 68.94%	5 100.00%
Yes - to Ofcom	63 17.45%p	63 17.53%p	12 34.34%	2 2.96%	5 22.03%	1 18.46%	8 18.41%p	2 8.43%	7 19.32%	20 40.34%	2 7.28%	- -	- -	3 8.73%	- -
Yes - other (please specify)	4 1.09%	4 1.10%	- -	1 2.06%	1 4.74%	- -	1 2.52%	- -	1 1.69%	- -	- -	- -	- -	- -	- -
No	77 21.07%s	76 21.01%s	6 16.02%	9 17.69%	7 28.35%	- -	2 5.40%	12 47.29%	12 32.71%	8 15.37%	9 30.25%	1 20.14%	- -	8 22.33%	- -
Don't know	3 0.72%n	2 0.57%	- -	- -	- -	- -	- -	- -	- -	- -	2 7.20%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 40

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	331	329	88	15	19	5	64	48	63	15	1	3	1	-	242	57	98	24	63	86	178	43	126	193
Weighted base	364	363	91*	15**	21**	7**	70*	58*	76*	14**	***	3**	2**	-**	285	72*	112*	30**	70*	96*	187	55*	126*	225
Effective base	247	246	70	13	15	4	49	31	49	11	1	2	1	-	184	47	68	20	50	64	129	36	96	144
NET: Yes	284 78.22%	284 78.26%	76 83.17%	13 87.54%	16 75.74%	5 71.19%	53 75.81%	44 75.35%	60 78.54%	11 79.55%	* 100.00%	1 37.44%	2 100.00%	- -	228 80.10%	62 86.09%	94 84.23%	16 52.84%	56 79.12%	74 77.44%	151 80.52%	42 76.46%	95 75.44%	178 79.30%
Yes - to my landline provider	257 70.60%	256 70.63%	69 76.15%	12 81.39%	11 53.48%	* 5.50%	48 68.65%	42 72.86%	57 74.67%	9 67.34%	* 100.00%	1 37.44%	2 100.00%	- -	201 70.47%	56 77.84%	83 74.26%	11 36.66%	50 71.46%	59 61.76%	143 76.21%Tt	40 72.72%	86 68.22%	163 72.69%
Yes - to Ofcom	63 17.45%	63 17.49%	13 13.90%	1 6.15%	5 22.26%	5 65.69%	11 15.45%	11 18.24%	16 21.14%	3 22.36%	- -	- -	- -	- -	62 21.91%T	19 26.30%	24 21.42%	5 17.16%	14 20.27%	24 25.58%	30 15.87%	7 12.78%	23 18.61%	34 15.03%
Yes - other (please specify)	4 1.09%	4 1.10%	2 2.30%	- -	- -	- -	- -	1 1.91%	1 1.03%	- -	- -	- -	- -	- -	4 1.29%	1 1.60%	1 0.57%	1 3.68%	1 1.10%	- -	2 1.17%	1 2.09%	3 2.31%	1 0.48%
No	77 21.07%	76 21.02%	15 16.83%	2 12.46%	5 24.26%	2 28.81%	17 24.19%	14 23.74%	16 21.46%	1 5.49%	- -	2 62.57%	- -	- -	55 19.17%	10 13.91%	18 15.77%	12 40.28%	15 20.88%	22 22.56%	36 19.48%	11 19.77%	30 24.14%	44 19.77%
Don't know	3 0.72%	3 0.72%	- -	- -	- -	- -	- -	1 0.90%	- -	2 14.96%	- -	- -	- -	- -	2 0.73%	- -	- -	2 6.88%	- -	- -	- -	2 3.78%u	1 0.42%	2 0.93%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 41
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	79	37	42	9	15	11	15	8	14	7	21	27	14	17	48	31	62	17
Weighted base	77*	38**	38**	9**	13**	10**	16**	8**	13**	7**	19**	24**	16**	17**	43*	33**	59*	18**
Effective base	59	29	30	6	11	9	11	6	11	5	15	22	10	13	36	23	48	12
It's not worth the hassle	22 28.27%	9 23.39%	13 33.17%	6 58.28%	3 20.19%	* 3.83%	5 28.86%	2 20.14%	7 52.07%	- -	5 25.81%	8 32.14%	6 35.05%	3 19.05%	13 29.35%	9 26.87%	16 27.26%	6 31.61%
They wouldn't do anything anyway	21 27.55%	8 21.64%	13 33.48%	- -	6 42.15%	1 13.41%	9 56.36%	* 5.77%	5 35.04%	- -	3 16.34%	6 25.94%	5 30.95%	7 39.05%	9 21.71%	12 35.09%	15 25.35%	6 34.84%
The problem resolved itself	12 15.52%	5 11.78%	7 19.27%	- -	2 12.76%	1 11.02%	2 11.56%	2 29.74%	3 22.14%	2 28.55%	3 13.61%	4 15.24%	- -	6 32.83%	6 14.52%	6 16.80%	10 17.03%	2 10.49%
I didn't have the time	10 13.26%	6 16.78%	4 9.72%	2 26.30%	1 10.22%	3 30.20%	3 21.08%	- -	- -	- -	1 3.08%	3 12.67%	5 32.32%	1 7.22%	4 8.44%	7 19.48%	9 16.03%	1 4.06%
I could not get through to my provider	9 11.95%	5 12.20%	4 11.71%	1 10.96%	4 27.94%	- -	2 11.48%	1 17.80%	1 9.29%	- -	3 13.69%	5 19.36%	- -	2 10.98%	7 16.86%	2 5.62%	8 13.28%	1 7.55%
I did not know where to go/ who to complain to	9 11.90%	6 15.07%	3 8.72%	2 25.36%	2 12.36%	3 26.88%	3 15.46%	- -	- -	- -	3 18.23%	3 12.91%	2 9.80%	1 5.43%	7 15.26%	3 7.57%	7 11.40%	2 13.55%
I/ someone else sorted the problem out	7 9.71%	5 12.23%	3 7.17%	- -	- -	2 16.24%	1 3.44%	2 25.01%	3 19.83%	1 11.21%	4 21.06%	2 6.41%	- -	2 10.99%	6 12.87%	2 5.62%	4 6.89%	3 19.05%
Other (please specify)	12 15.30%n	4 10.21%	8 20.41%	- -	1 8.46%	1 6.08%	3 19.71%	1 7.31%	2 13.70%	4 60.24%	1 7.58%	1 6.13%	5 32.29%	4 20.59%	3 6.77%	9 26.30%	8 14.12%	3 19.21%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 42
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	79	68	6	3	2	6	6	5	9	12	6	3	3	7	10	10	2	72	7
Weighted base	77*	67*	5**	3**	1**	5**	9**	5**	8**	14**	5**	3**	2**	7**	8**	9**	1**	72*	5**
Effective base	59	52	4	2	2	4	6	4	6	9	5	2	3	6	9	7	2	54	6
It's not worth the hassle	22 28.27%	19 27.90%	2 34.18%	- -	1 100.00%	2 34.18%	4 51.88%	2 43.73%	1 13.45%	4 26.23%	2 40.46%	- -	1 49.36%	1 8.09%	3 32.99%	1 10.29%	1 100.00%	21 28.88%	1 18.60%
They wouldn't do anything anyway	21 27.55%	16 23.62%	2 44.65%	3 89.94%	- -	2 44.65%	3 37.71%	1 20.40%	1 11.82%	4 30.84%	1 17.31%	3 89.94%	1 49.36%	* 4.34%	4 46.99%	* 4.04%	- -	19 26.85%	2 38.51%
The problem resolved itself	12 15.52%	11 16.67%	- -	- -	1 63.17%	- -	1 14.27%	- -	- -	2 12.84%	2 30.34%	- -	- -	3 34.72%	2 28.31%	2 18.39%	1 63.17%	12 16.50%	- -
I didn't have the time	10 13.26%	9 13.50%	* 6.66%	1 23.81%	- -	* 6.66%	1 14.27%	- -	4 50.98%	1 7.23%	- -	1 23.81%	1 33.50%	2 26.72%	- -	* 4.04%	- -	8 11.66%	2 38.43%
I could not get through to my provider	9 11.95%	9 13.05%	- -	- -	* 36.83%	- -	2 28.45%	1 21.59%	1 13.45%	1 7.20%	1 22.68%	- -	- -	- -	1 6.69%	1 14.85%	* 36.83%	9 11.94%	1 12.17%
I did not know where to go/ who to complain to	9 11.90%	9 13.64%	- -	- -	- -	- -	3 29.55%	1 20.40%	- -	4 26.47%	1 17.31%	- -	- -	- -	1 11.72%	- -	- -	8 11.30%	1 21.32%
I/ someone else sorted the problem out	7 9.71%	7 11.13%	- -	- -	- -	- -	- -	1 14.28%	1 12.20%	1 6.11%	- -	- -	- -	2 34.22%	- -	2 27.02%	- -	7 10.32%	- -
Other (please specify)	12 15.30%	10 15.35%	1 21.18%	* 10.06%	- -	1 21.18%	2 18.57%	- -	1 11.55%	4 31.41%	- -	* 10.06%	* 17.14%	- -	- -	3 35.69%	- -	11 15.48%	1 12.35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 43
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	79	79	22	4	5	-	15	11	17	2	-	1	-	-
Weighted base	77*	77*	20**	2**	5**	-**	15**	13**	17**	1**	-**	2**	-**	-**
Effective base	59	59	17	4	4	-	10	9	15	2	-	1	-	-
It's not worth the hassle	22 28.27%	22 28.27%	5 22.60%	- -	1 22.89%	- -	3 19.29%	4 34.64%	8 46.51%	* 45.16%	- -	- -	- -	- -
They wouldn't do anything anyway	21 27.55%	21 27.55%	4 18.73%	1 35.29%	2 47.94%	- -	6 40.92%	1 9.27%	7 38.22%	- -	- -	- -	- -	- -
The problem resolved itself	12 15.52%	12 15.52%	1 6.96%	1 31.75%	- -	- -	2 12.93%	5 35.53%	3 19.20%	- -	- -	- -	- -	- -
I didn't have the time	10 13.26%	10 13.26%	2 9.17%	- -	- -	- -	5 33.11%	1 9.05%	2 11.58%	- -	- -	- -	- -	- -
I could not get through to my provider	9 11.95%	9 11.95%	1 5.07%	* 18.09%	- -	- -	1 3.61%	1 10.46%	6 33.85%	- -	- -	- -	- -	- -
I did not know where to go/ who to complain to	9 11.90%	9 11.90%	6 29.47%	- -	1 22.89%	- -	1 3.61%	- -	1 5.34%	* 54.84%	- -	- -	- -	- -
I/ someone else sorted the problem out	7 9.71%	7 9.71%	3 15.56%	1 32.96%	1 18.24%	- -	- -	- -	1 4.75%	- -	- -	2 100.00%	- -	- -
Other (please specify)	12 15.30%	12 15.30%	4 20.61%	- -	1 10.94%	- -	4 23.01%	3 19.59%	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 44
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	79	78	6	14	4	-	4	11	9	8	11	1	-	8	-
Weighted base	77*	76*	6**	9**	7**	-**	2**	12**	12**	8**	9**	1**	-**	8**	-**
Effective base	59	58	5	11	3	-	4	8	7	7	8	1	-	6	-
It's not worth the hassle	22 28.27%	22 28.47%	2 34.68%	4 46.79%	- -	- -	- -	6 45.55%	1 6.78%	2 29.19%	5 59.22%	- -	- -	1 6.59%	- -
They wouldn't do anything anyway	21 27.55%	21 27.75%	- -	1 7.02%	2 32.53%	- -	- -	4 33.95%	8 61.26%	3 36.90%	3 29.53%	- -	- -	1 12.65%	- -
The problem resolved itself	12 15.52%	11 14.90%	- -	1 6.29%	- -	- -	- -	2 14.96%	1 8.88%	3 35.77%	4 41.34%	- -	- -	1 16.75%	- -
I didn't have the time	10 13.26%	10 13.36%	2 26.49%	1 12.57%	- -	- -	- -	- -	2 14.19%	- -	2 18.29%	- -	- -	4 48.87%	- -
I could not get through to my provider	9 11.95%	9 12.04%	1 18.18%	2 20.62%	1 20.11%	- -	- -	1 9.94%	- -	2 23.96%	1 14.13%	- -	- -	1 6.59%	- -
I did not know where to go/ who to complain to	9 11.90%	9 11.99%	1 22.41%	- -	2 36.11%	- -	* 16.98%	1 9.57%	1 7.50%	- -	- -	- -	- -	3 34.38%	- -
I/ someone else sorted the problem out	7 9.71%	7 9.78%	2 32.93%	- -	1 11.25%	- -	1 38.23%	2 15.17%	- -	- -	1 6.43%	1 100.00%	- -	- -	- -
Other (please specify)	12 15.30%	12 15.41%	- -	2 21.34%	- -	- -	1 44.79%	2 16.40%	5 43.43%	* 4.72%	1 10.05%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 45

Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	79	78	15	4	5	1	18	12	16	2	-	1	-	-	50	8	19	9	14	22	41	10	35	42
Weighted base	77*	76*	15**	2**	5**	2**	17**	14**	16**	1**	-**	2**	-**	-**	55*	10**	18**	12**	15**	22**	36*	11**	30**	44*
Effective base	59	58	11	4	4	1	13	10	14	2	-	1	-	-	39	7	13	7	12	16	31	8	26	32
It's not worth the hassle	22 28.27%	21 27.93%	2 14.31%	* 19.54%	1 22.89%	2 100.00%	3 19.28%	3 22.45%	8 49.74%	* 45.16%	- -	- -	- -	- -	15 27.66%	2 16.23%	4 25.22%	2 16.39%	7 47.66%	6 26.31%	13 35.29%	3 25.38%	9 29.14%	13 28.85%
They wouldn't do anything anyway	21 27.55%	21 27.68%	1 8.59%	1 36.43%	2 47.94%	- -	6 37.85%	4 25.74%	7 40.87%	- -	- -	- -	- -	- -	14 26.09%	1 9.82%	5 28.35%	2 19.53%	6 39.90%	6 29.37%	9 25.11%	2 16.74%	7 24.49%	14 30.78%
The problem resolved itself	12 15.52%	12 15.59%	- -	1 31.19%	- -	- -	2 11.76%	5 37.69%	3 20.53%	- -	- -	- -	- -	- -	8 14.92%	- -	2 11.30%	3 23.02%	3 22.70%	3 15.29%	5 14.33%	3 30.91%	6 19.88%	6 13.18%
I didn't have the time	10 13.26%	10 12.86%	1 7.57%	* 19.54%	- -	- -	5 30.12%	1 8.36%	2 12.38%	- -	- -	- -	- -	- -	9 15.87%	1 11.56%	5 28.94%	1 9.50%	1 8.39%	3 13.81%	4 11.09%	2 20.32%	1 3.03%	9 19.50%
I could not get through to my provider	9 11.95%	9 12.01%	1 8.96%	- -	- -	- -	2 9.95%	1 9.66%	5 29.25%	- -	- -	- -	- -	- -	9 16.17%	1 10.37%	1 3.15%	1 10.98%	6 40.02%	3 12.90%	6 17.49%	- -	2 8.06%	7 15.10%
I did not know where to go/ who to complain to	9 11.90%	9 11.96%	5 32.44%	- -	1 22.89%	- -	2 9.59%	- -	1 5.71%	* 54.84%	- -	- -	- -	- -	9 15.94%	5 49.55%	3 15.91%	- -	1 6.31%	3 13.79%	4 10.26%	- -	1 3.07%	7 15.54%
I/ someone else sorted the problem out	7 9.71%	7 9.75%	3 20.82%	1 32.37%	1 18.24%	- -	- -	- -	1 5.08%	- -	- -	2 100.00%	- -	- -	3 5.16%	2 18.70%	1 5.34%	- -	- -	1 2.80%	5 14.11%	2 15.52%	2 6.95%	5 11.99%
Other (please specify)	12 15.30%x	12 15.37%	4 23.79%	- -	1 10.94%	- -	4 20.94%	3 18.09%	- -	- -	- -	- -	- -	- -	7 13.14%	- -	5 26.42%	3 20.57%	- -	6 27.22%	5 12.94%	1 5.05%	8 28.02%	3 7.25%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 46

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	677	370	305	158	187	144	90	46	34	18	217	204	141	115	421	256	579	98
Weighted base	766	424	340	193	211	155	99*	55*	35**	19**	237	239	153	138*	476	291	650	116*
Effective base	499	279	219	115	138	111	65	35	25	13	168	142	107	86	308	192	435	66
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	360 47.02%	203 48.00%	156 45.79%	81 41.88%	107 50.95%	81 52.34%	39 39.70%	29 52.37%	10 29.58%	13 67.24%	115 48.61%	116 48.79%	61 39.80%	68 49.25%	232 48.70%	129 44.28%	297 45.61%	64 54.93%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	279 36.40%	156 36.75%	123 36.22%	68 35.19%	91 43.21%	52 33.69%	34 34.47%	18 32.15%	14 39.18%	2 12.55%	94 39.86%	81 33.85%	59 38.61%	45 32.43%	175 36.84%	104 35.68%	247 38.05%T	31 27.16%
Dissatisfaction with customer service from a previous occasion or contact	166 21.70%	90 21.18%	77 22.52%	42 21.62%	44 20.70%	34 21.74%	25 24.91%	7 13.50%	10 27.96%	5 28.52%	52 21.89%	48 20.02%	32 20.83%	35 25.28%	100 20.95%	67 22.94%	134 20.59%	32 27.95%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	129 16.86%kq	82 19.32%	46 13.54%	41 21.24%	45 21.55%f	27 17.24%	10 9.91%	6 10.09%	1 2.29%	- -	53 22.21%Tk	27 11.10%	26 17.24%	24 17.20%	79 16.63%	50 17.22%	119 18.37%Tq	10 8.36%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	121 15.73%	79 18.57%	42 12.31%	34 17.59%	37 17.52%	32 20.72%	10 9.71%	5 9.54%	3 7.93%	- -	28 11.98%	38 16.06%	37 24.06%Tjm	17 12.37%	67 14.03%	54 18.51%	110 16.96%	10 8.82%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 46

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	766	424	340	193	211	155	99*	55*	35**	19**	237	239	153	138*	476	291	650	116*
Something else (please specify)	41 5.39%	20 4.69%	20 5.95%	5 2.67%	8 3.78%	4 2.42%	13 12.81%Tcde	1 2.01%	6 16.25%	5 25.87%	11 4.52%	9 3.71%	10 6.54%	12 8.52%	20 4.11%	22 7.48%	33 5.10%	8 7.05%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 47

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	677	587	47	29	14	47	26	67	67	73	38	29	50	142	65	59	14	483	186
Weighted base	766	675	43*	31**	17**	43*	33**	86*	63*	76*	45**	31**	61*	172	86*	53*	17**	539	218
Effective base	499	433	34	23	10	34	22	51	50	52	28	23	40	105	48	43	10	359	135
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	360 47.02%h	322 47.69%	19 44.40%	15 49.72%	4 22.72%	19 44.40%	14 42.52%	47 54.72%h	19 29.67%	35 45.68%	19 42.11%	15 49.72%	32 52.25%h	77 44.79%	57 66.34%Thi mo	23 42.51%	4 22.72%	248 46.06%	107 49.12%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	279 36.40%	248 36.77%	14 32.62%	5 15.01%	12 69.50%	14 32.62%	11 34.61%	22 25.54%	19 30.07%	29 38.92%	13 28.24%	5 15.01%	20 33.09%	74 43.20%g	33 37.96%	27 49.68%g	12 69.50%	189 35.01%	88 40.18%
Dissatisfaction with customer service from a previous occasion or contact	166 21.70%	144 21.36%	10 22.96%	6 20.05%	6 34.96%	10 22.96%	9 25.97%	19 22.77%	14 22.40%	19 25.29%	7 16.39%	6 20.05%	9 15.00%	43 24.89%	14 16.46%	9 17.37%	6 34.96%	120 22.22%	45 20.48%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	129 16.86%	112 16.65%	8 19.06%	7 22.94%	2 8.66%	8 19.06%	9 26.17%	19 21.97%	13 20.83%	11 14.91%	4 8.79%	7 22.94%	14 22.67%	31 17.77%	8 9.36%	4 7.71%	2 8.66%	93 17.18%	33 15.29%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 47

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	766	675	43*	31**	17**	43*	33**	86*	63*	76*	45**	31**	61*	172	86*	53*	17**	539	218
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	121 15.73%	108 16.06%	5 10.58%	2 7.27%	5 30.71%	5 10.58%	6 17.75%	15 17.25%	11 18.01%	6 8.34%	7 15.69%	2 7.27%	6 10.33%	32 18.48%	12 13.42%	13 25.00%i	5 30.71%	79 14.68%	40 18.11%
Something else (please specify)	41 5.39%	35 5.22%	3 7.65%	2 7.84%	* 2.27%	3 7.65%	1 1.94%	1 1.41%	6 9.92%	3 3.34%	1 3.01%	2 7.84%	5 8.46%	7 3.83%	8 9.28%	3 6.54%	* 2.27%	34 6.25%	8 3.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 48

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	677	567	113	60	30	10	122	47	102	68	-	5	3	2
Weighted base	766	654	118*	65*	34**	13**	144*	65*	126*	70*	-**	5**	3**	4**
Effective base	499	423	86	48	24	6	85	37	78	52	-	4	3	2
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	360 47.02%	304 46.55%	54 45.37%	22 34.61%	17 50.72%	2 17.97%	75 52.37%	30 45.45%	69 54.64%c	31 43.81%	- -	2 47.86%	1 20.51%	1 29.37%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	279 36.40%	240 36.70%	53 44.61%h	24 36.70%	14 41.63%	8 56.19%	47 33.03%	22 33.54%	35 27.99%	29 40.77%	- -	2 42.37%	2 54.23%	- -
Dissatisfaction with customer service from a previous occasion or contact	166 21.70%	149 22.79%	24 20.52%	14 21.06%	3 7.56%	4 26.38%	29 20.03%	24 37.07%Taf	29 23.32%	18 25.80%	- -	- -	- -	3 70.63%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	129 16.86%	122 18.63%T	21 17.42%	18 27.66%T	5 14.47%	1 10.14%	22 15.52%	16 24.61%	25 19.71%	14 19.67%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 48

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	766	654	118*	65*	34**	13**	144*	65*	126*	70*	-**	5**	3**	4**
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	121 15.73%	113 17.35%T	16 13.35%	13 20.25%	6 19.07%	* 3.46%	26 18.29%	12 18.72%	20 15.69%	16 22.08%	- -	* 5.94%	- -	- -
Something else (please specify)	41 5.39%	32 4.97%	7 6.19%	2 3.16%	* 1.01%	* 2.30%	9 6.00%	- -	9 7.35%	2 2.31%	- -	1 19.78%	1 25.27%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 49

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	677	676	40	127	38	9	84	30	101	47	106	4	6	51	4
Weighted base	766	766	42*	134*	46**	10**	92*	37**	123*	53*	128*	6**	4**	60*	3**
Effective base	499	499	31	94	28	7	65	20	76	35	77	3	4	40	3
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	360 47.02%z	360 46.99%z	18 42.91%	62 46.29%	16 34.89%	4 41.87%	46 49.66%z	17 46.66%	66 53.92%z	27 50.44%	66 51.81%z	- -	3 76.36%	17 28.52%	3 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	279 36.40%	279 36.43%	20 47.81%p	38 28.03%	20 43.50%	2 14.48%	36 38.78%	11 28.94%	45 36.78%	28 51.98%Tnp	46 36.18%	3 62.28%	1 29.54%	21 34.81%	- -
Dissatisfaction with customer service from a previous occasion or contact	166 21.70%p	166 21.72%p	11 26.96%	17 13.00%	8 17.96%	4 34.35%	19 20.34%	4 12.02%	31 25.01%p	13 24.81%	42 32.82%Tnp	1 14.55%	* 7.71%	11 18.50%	- -
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	129 16.86%w	129 16.87%w	13 31.08%Tnw	29 21.64%w	4 9.62%	4 35.90%	16 17.09%w	7 19.60%	25 20.40%w	13 24.38%w	8 6.59%	- -	- -	9 15.63%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 49

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	766	766	42*	134*	46**	10**	92*	37**	123*	53*	128*	6**	4**	60*	3**
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	121 15.73%	121 15.74%	7 17.34%	15 11.53%	8 17.83%	2 24.03%	15 15.82%	4 11.11%	19 15.64%	9 17.78%	21 16.22%	1 23.17%	- -	10 16.42%	* 10.41%
Something else (please specify)	41 5.39%	41 5.40%	* 1.16%	9 6.97%	1 1.61%	- -	6 6.56%	5 12.09%	3 2.45%	2 3.88%	7 5.11%	- -	* 7.71%	5 8.87%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 50

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	677	616	116	59	34	6	127	48	123	73	1	5	5	2	422	89	200	28	101	173	333	110	219	416
Weighted base	766	698	115*	63*	36**	6**	150*	57*	159*	78*	***	5**	4**	4**	502	91*	250	32**	124*	201	342	157*	241	477
Effective base	499	460	91	48	26	5	92	37	91	55	1	4	4	2	320	72	150	22	76	122	253	87	162	306
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	360 47.02%p	325 46.54%	48 42.10%	23 36.72%	18 49.92%	4 58.36%	71 47.37%	23 39.47%	92 57.60%T abc	34 43.66%	- -	2 43.03%	1 31.15%	1 29.37%	222 44.31%	32 34.98%	114 45.45%	16 49.49%	60 48.50%	84 41.74%	166 48.53%	83 52.84%	106 44.10%	233 48.91%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	279 36.40%	255 36.50%	53 45.90%T ach	16 24.85%	15 41.79%	1 23.62%	53 35.43%	23 40.68%	49 30.68%	28 35.89%	- -	2 46.29%	2 53.02%	- -	186 37.13%	43 47.69%T oq	84 33.68%	15 46.48%	40 32.16%	85 42.17%	115 33.61%	53 33.75%	86 35.57%	174 36.47%
Dissatisfaction with customer service from a previous occasion or contact	166 21.70%x	157 22.53%	32 28.27%	9 13.97%	4 10.31%	3 41.64%	25 16.53%	20 35.67%T cf	32 20.10%	27 34.43% Tacf	* 100.00%	- -	- -	3 70.63%	130 25.85%T	24 26.00%	67 26.97%	10 32.44%	28 22.96%	46 23.02%	72 21.04%	38 23.92%	67 27.81%T x	86 18.02%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	129 16.86%	125 17.86%T	24 20.70%	15 22.94%	3 9.63%	- -	23 15.29%	12 21.63%	34 21.44%	13 16.28%	- -	- -	- -	- -	108 21.57%T q	25 27.09%T	42 16.75%	11 33.40%	31 25.18%T	37 18.38%	55 16.07%	25 15.89%	43 17.80%	82 17.16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 50

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	766	698	115*	63*	36**	6**	150*	57*	159*	78*	***	5**	4**	4**	502	91*	250	32**	124*	201	342	157*	241	477
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	121 15.73%	115 16.53%	20 17.87%	14 22.71%	6 17.75%	- -	29 19.05%	5 8.72%	23 14.69%	14 17.42%	- -	* 6.49%	- -	- -	104 20.81%T	25 27.30%T	44 17.54%	7 21.66%	26 20.85%	43 21.34%v	54 15.79%	16 10.20%	42 17.49%	69 14.54%
Something else (please specify)	41 5.39%	39 5.55%	7 5.87%	4 6.22%	1 2.10%	* 5.09%	11 7.19%	1 1.05%	9 5.60%	3 3.83%	- -	1 21.61%	1 15.83%	- -	26 5.27%	2 2.27%	17 6.77%	- -	7 6.05%	7 3.29%	24 7.13%	10 6.06%	15 6.19%	24 5.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 51

Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	677	370	305	158	187	144	90	46	34	18	217	204	141	115	421	256	579	98
Weighted base	766	424	340	193	211	155	99*	55*	35**	19**	237	239	153	138*	476	291	650	116*
Effective base	499	279	219	115	138	111	65	35	25	13	168	142	107	86	308	192	435	66
NET: Yes	546 71.22%	308 72.66%	237 69.58%	133 69.20%	155 73.53%	114 73.49%	65 65.94%	40 74.05%	24 67.76%	14 73.21%	176 74.28%	158 66.30%	117 76.57%	95 68.55%	334 70.27%	212 72.76%	471 72.39%	75 64.63%
Yes - to my mobile phone provider	494 64.46%	279 65.78%	214 62.91%	113 58.39%	135 64.29%	104 67.04%	64 64.42%	40 74.05%	24 67.76%	14 73.21%	163 68.95%	147 61.51%	97 63.66%	87 62.73%	310 65.21%	184 63.22%	424 65.21%	70 60.23%
Yes - to Ofcom	88 11.54%bfgk	61 14.44%Tb	27 8.01%	25 12.93%fg	38 17.95%Tfg	23 15.01%fg	2 1.87%	- -	1 1.68%	- -	31 12.99%	16 6.55%	26 17.32%Tk	16 11.28%	46 9.76%	42 14.45%	82 12.60%	6 5.58%
Yes - other (please specify)	3 0.33%	1 0.22%	2 0.46%	- -	* 0.16%	2 1.04%	- -	1 1.04%	- -	- -	- -	* 0.14%	1 0.80%	1 0.69%	* 0.07%	2 0.75%	3 0.39%	- -
No	203 26.49%d	101 23.96%	100 29.48%	58 30.19%	42 19.79%	41 26.51%	31 31.70%	14 25.95%	11 32.24%	5 26.79%	56 23.53%	76 31.68%	33 21.70%	38 27.88%	131 27.63%	72 24.63%	165 25.39%	38 32.68%
Don't know	18 2.29%	14 3.39%	3 0.95%	1 0.61%	14 6.67%Tce	- -	2 2.37%	- -	- -	- -	5 2.19%	5 2.02%	3 1.73%	5 3.57%	10 2.10%	8 2.60%	14 2.22%	3 2.70%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 52

Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	677	587	47	29	14	47	26	67	67	73	38	29	50	142	65	59	14	483	186
Weighted base	766	675	43*	31**	17**	43*	33**	86*	63*	76*	45**	31**	61*	172	86*	53*	17**	539	218
Effective base	499	433	34	23	10	34	22	51	50	52	28	23	40	105	48	43	10	359	135
NET: Yes	546 71.22%h	481 71.26%	29 65.89%	20 65.91%	16 92.23%	29 65.89%	22 65.84%	64 75.30%h	35 56.19%	50 65.86%	29 64.89%	20 65.91%	46 75.57%	141 81.60%Thin	55 63.41%	39 73.32%	16 92.23%	381 70.64%	160 73.47%
Yes - to my mobile phone provider	494 64.46%i	436 64.58%	26 60.54%	18 58.98%	14 79.07%	26 60.54%	20 59.31%	61 71.71%hi	33 52.21%	38 50.30%	26 56.82%	18 58.98%	44 72.26%i	126 73.37%Thi	51 59.31%	37 69.16%	14 79.07%	344 63.77%	146 66.70%
Yes - to Ofcom	88 11.54%	78 11.50%	3 6.15%	4 11.49%	5 26.69%	3 6.15%	5 14.09%	11 12.29%	6 9.40%	13 17.39%	4 8.07%	4 11.49%	5 8.19%	26 14.98%	7 7.77%	2 4.17%	5 26.69%	64 11.94%	24 11.03%
Yes - other (please specify)	3 0.33%	3 0.37%	- -	- -	- -	- -	- -	- -	* 0.55%	- -	- -	- -	- -	2 1.04%	- -	* 0.72%	- -	1 0.24%	1 0.56%
No	203 26.49%m	180 26.68%	13 30.46%	8 27.28%	1 7.77%	13 30.46%m	11 34.16%	21 24.70%	27 43.36%Tgm	22 28.78%m	15 33.63%	8 27.28%	15 24.43%	25 14.22%	30 34.66%m	14 26.68%	1 7.77%	149 27.57%	53 24.49%
Don't know	18 2.29%	14 2.06%	2 3.66%	2 6.81%	- -	2 3.66%	- -	- -	* 0.45%	4 5.36%	1 1.48%	2 6.81%	- -	7 4.18%	2 1.93%	- -	- -	10 1.80%	4 2.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 53

Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	677	567	113	60	30	10	122	47	102	68	-	5	3	2
Weighted base	766	654	118*	65*	34**	13**	144*	65*	126*	70*	-**	5**	3**	4**
Effective base	499	423	86	48	24	6	85	37	78	52	-	4	3	2
NET: Yes	546 71.22%	483 73.92%T	78 66.11%	49 75.59%	20 60.52%	12 91.02%	107 74.19%	53 81.25%	96 75.85%	56 80.25%	- -	3 64.27%	2 74.73%	4 100.00%
Yes - to my mobile phone provider	494 64.46%	432 65.99%	71 60.36%	43 66.85%	17 49.32%	12 91.02%	90 62.95%	43 66.24%	89 70.15%	54 76.77%	- -	3 64.27%	2 74.73%	4 100.00%
Yes - to Ofcom	88 11.54%	88 13.47%T	13 11.20%	8 13.06%	4 11.20%	- -	21 14.42%	17 26.38%Tabh	13 10.52%	11 16.27%	- -	- -	- -	- -
Yes - other (please specify)	3 0.33%	3 0.39%	* 0.29%	- -	- -	- -	- -	1 1.89%	* 0.30%	- -	- -	- -	1 20.51%	- -
No	203 26.49%a	154 23.59%	35 29.49%	16 24.41%	12 34.56%	1 8.98%	33 22.91%	12 18.75%	26 20.93%	13 18.08%	- -	2 35.73%	1 25.27%	- -
Don't know	18 2.29%	16 2.49%	5 4.40%	- -	2 4.92%	- -	4 2.90%	- -	4 3.22%	1 1.68%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 54

Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	677	676	40	127	38	9	84	30	101	47	106	4	6	51	4
Weighted base	766	766	42*	134*	46**	10**	92*	37**	123*	53*	128*	6**	4**	60*	3**
Effective base	499	499	31	94	28	7	65	20	76	35	77	3	4	40	3
NET: Yes	546 71.22%	546 71.27%	34 81.71%	89 66.61%	23 50.65%	10 93.63%	71 76.90%	29 77.70%	93 75.23%	41 78.16%	88 68.37%	3 62.28%	2 56.12%	43 70.70%	3 100.00%
Yes - to my mobile phone provider	494 64.46%	494 64.50%	30 71.47%	84 63.00%	20 44.30%	7 69.93%	67 72.82%z	26 69.98%	86 70.16%	33 62.39%	84 65.38%	3 62.28%	2 56.12%	32 53.71%	3 100.00%
Yes - to Ofcom	88 11.54%p	88 11.55%p	10 23.97%Tnpw	8 5.70%	3 6.35%	5 45.41%	10 10.48%	3 7.72%	17 14.19%	11 20.09%pw	8 6.20%	- -	- -	12 20.17%pw	- -
Yes - other (please specify)	3 0.33%	3 0.33%	- -	- -	- -	- -	- -	1 1.52%	- -	2 3.04%Tn	* 0.27%	- -	- -	- -	- -
No	203 26.49%	203 26.51%	8 18.29%	45 33.39%v	18 39.90%	1 6.37%	21 23.10%	7 17.84%	28 22.38%	7 12.90%	41 31.63%v	1 14.55%	2 43.88%	16 25.84%	- -
Don't know	18 2.29%n	17 2.23%	- -	- -	4 9.45%	- -	- -	2 4.46%	3 2.39%	5 8.94%Tnpsw	- -	1 23.17%	- -	2 3.47%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 55

Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	677	616	116	59	34	6	127	48	123	73	1	5	5	2	422	89	200	28	101	173	333	110	219	416
Weighted base	766	698	115*	63*	36**	6**	150*	57*	159*	78*	***	5**	4**	4**	502	91*	250	32**	124*	201	342	157*	241	477
Effective base	499	460	91	48	26	5	92	37	91	55	1	4	4	2	320	72	150	22	76	122	253	87	162	306
NET: Yes	546 71.22%	509 72.97%T	79 68.75%	46 72.72%	21 57.21%	6 94.91%	112 74.63%	45 78.67%	125 78.83%	56 71.89%	- -	3 60.97%	4 84.17%	4 100.00%	385 76.67%T	71 78.37%	186 74.27%	26 81.66%	98 79.60%	135 67.22%	254 74.29%	112 71.67%	188 78.08%T x	329 69.05%
Yes - to my mobile phone provider	494 64.46%	457 65.54%	76 66.63%	41 64.70%	17 46.78%	3 46.03%	95 63.25%	42 74.06%	113 71.11%	51 64.83%	- -	3 60.97%	4 84.17%	4 100.00%	336 66.90%	61 66.59%	162 64.67%	22 69.09%	88 71.24%	117 58.35%	228 66.61%	111 70.47%	172 71.34%T	299 62.80%
Yes - to Ofcom	88 11.54%v	88 12.62%T	18 15.50%	7 10.53%	4 10.43%	3 48.89%	21 14.04%	7 11.93%	22 13.66%	7 9.28%	- -	- -	- -	- -	85 16.97%T	24 26.04%T oq	37 14.74%	7 21.61%	18 14.39%	32 16.01%v	45 13.13%v	6 4.09%	29 12.00%	51 10.74%
Yes - other (please specify)	3 0.33%	3 0.36%	* 0.30%	- -	- -	- -	- -	1 2.14%	* 0.24%	- -	- -	- -	1 12.85%	- -	1 0.14%	* 0.38%	- -	- -	* 0.31%	1 0.64%	- -	- -	2 0.81%	1 0.12%
No	203 26.49%a osw	174 24.96%	33 28.63%	17 27.28%	13 36.38%	* 5.09%	37 24.53%	12 21.33%	31 19.48%	20 26.03%	- -	2 39.03%	1 15.83%	- -	107 21.27%	20 21.63%	60 23.90%	6 18.34%	19 15.76%	58 29.10%	85 24.77%	42 26.63%	47 19.54%	142 29.72%Tw
Don't know	18 2.29%ux	14 2.07%	3 2.62%	- -	2 6.42%	- -	1 0.84%	- -	3 1.68%	2 2.08%	* 100.00%	- -	- -	- -	10 2.05%	- -	5 1.82%	- -	6 4.64%	7 3.68%	3 0.94%	3 1.71%	6 2.38%	6 1.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 56

Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	200	97	102	52	40	44	32	13	13	6	59	74	35	32	133	67	164	36
Weighted base	203	101*	100*	58*	42**	41*	31**	14**	11**	5**	56*	76*	33**	38**	131*	72*	165	38**
Effective base	143	71	71	37	26	35	23	10	11	5	46	48	24	27	92	51	118	25
It's not worth the hassle	68 33.57%	32 31.61%	36 35.97%	18 31.74%	16 38.01%	12 29.38%	10 30.82%	4 31.23%	6 53.91%	2 29.93%	18 32.26%	25 32.61%	9 27.82%	16 42.33%	43 32.46%	26 35.61%	56 33.91%	12 32.12%
I didn't have the time	48 23.65%	28 27.39%	19 18.93%	21 35.52%	6 14.74%	11 26.05%	7 21.52%	2 11.34%	1 8.10%	1 23.86%	14 25.57%	20 26.15%	8 23.28%	6 16.28%	34 25.91%	14 19.52%	39 23.44%	9 24.60%
They wouldn't do anything anyway	46 22.72%	17 16.58%	28 28.00%	9 15.20%	10 23.66%	7 17.73%	13 42.55%	4 27.97%	2 14.27%	1 23.86%	14 25.69%	13 17.84%	7 22.37%	11 28.33%	28 21.17%	18 25.57%	39 23.50%	7 19.33%
The problem resolved itself	45 22.21%p	17 16.81%	28 27.95%	12 20.40%	6 14.49%	10 24.04%	8 26.39%	4 25.07%	3 27.26%	2 46.21%	15 26.90%	13 17.67%	4 13.48%	12 31.89%	28 21.58%	17 23.36%	30 18.15%	15 39.93%
I did not know where to go/ who to complain to	26 12.65%e	10 9.92%	16 15.58%	15 25.45%Te	4 9.96%	1 3.50%	1 2.58%	4 24.96%	1 8.19%	- -	7 12.82%	13 17.18%	5 14.03%	1 2.32%	20 15.33%	6 7.74%	25 15.02%	1 2.33%
I/ someone else sorted the problem out	20 9.75%	14 14.07%	6 5.51%	4 7.43%	4 8.54%	6 14.15%	3 10.03%	2 16.86%	1 5.04%	- -	4 7.67%	7 9.08%	3 10.18%	5 13.73%	11 8.48%	9 12.09%	18 10.62%	2 5.99%
I could not get through to my provider	18 8.63%	8 8.04%	9 9.33%	3 5.84%	3 6.37%	3 6.79%	2 6.24%	3 22.76%	2 20.62%	1 22.34%	3 5.49%	10 13.47%	2 7.00%	2 5.08%	13 10.09%	4 5.97%	16 9.46%	2 5.01%
Other (please specify)	14 6.82%	6 5.56%	8 8.17%	1 1.28%	- -	1 1.97%	10 30.78%	- -	3 23.18%	- -	3 6.18%	2 2.56%	6 16.90%	3 7.40%	5 4.10%	8 11.80%	12 7.52%	1 3.76%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 57

Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	200	175	15	8	2	15	11	20	28	25	15	8	12	26	19	19	2	144	55
Weighted base	203	180	13**	8**	1**	13**	11**	21**	27**	22**	15**	8**	15**	25**	30**	14**	1**	149	53*
Effective base	143	123	12	7	2	12	10	15	20	15	12	7	10	20	13	15	2	100	42
It's not worth the hassle	68 33.57%	60 33.22%	3 22.27%	5 59.15%	* 30.89%	3 22.27%	3 27.77%	6 26.43%	10 36.63%	2 11.17%	11 75.54%	5 59.15%	8 52.04%	9 37.26%	6 20.56%	4 29.59%	* 30.89%	53 35.33%	16 29.29%
I didn't have the time	48 23.65%	43 23.90%	1 4.50%	4 52.13%	- -	1 4.50%	3 26.62%	4 20.99%	8 27.56%	5 20.72%	3 19.44%	4 52.13%	2 14.80%	6 25.73%	12 39.35%	* 2.56%	- -	37 25.00%	11 20.33%
They wouldn't do anything anyway	46 22.72%	40 22.45%	3 21.50%	3 34.08%	- -	3 21.50%	4 31.83%	4 20.59%	3 11.39%	7 30.29%	4 24.88%	3 34.08%	2 12.68%	5 19.04%	8 28.34%	4 28.08%	- -	35 23.86%	10 18.17%
The problem resolved itself	45 22.21%	42 23.12%	1 8.45%	2 27.79%	- -	1 8.45%	4 33.88%	2 8.35%	5 16.82%	1 4.44%	4 27.13%	2 27.79%	9 57.61%	4 17.48%	6 20.75%	7 51.70%	- -	28 18.84%	17 31.98%
I did not know where to go/ who to complain to	26 12.65%q	22 12.29%	2 12.15%	1 12.05%	1 69.11%	2 12.15%	1 7.18%	5 24.20%	3 9.88%	5 23.68%	* 2.06%	1 12.05%	1 5.95%	3 13.70%	4 12.76%	- -	1 69.11%	12 8.04%	14 25.71%Tq
I/ someone else sorted the problem out	20 9.75%	16 8.64%	4 32.25%	- -	- -	4 32.25%	1 11.38%	- -	2 9.00%	1 5.87%	* 2.34%	- -	2 10.80%	4 14.73%	4 11.91%	1 9.97%	- -	13 8.62%	7 13.08%
I could not get through to my provider	18 8.63%	18 9.73%	- -	- -	- -	- -	- -	3 15.80%	3 9.93%	4 17.49%	- -	- -	1 6.25%	3 12.65%	2 7.77%	1 9.29%	- -	15 9.91%	3 5.23%
Other (please specify)	14 6.82%	12 6.46%	1 9.04%	1 12.09%	- -	1 9.04%	1 11.00%	- -	2 6.46%	4 17.57%	- -	1 12.09%	1 3.84%	3 12.59%	- -	1 8.10%	- -	11 7.46%	3 5.16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 58
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	200	155	33	17	14	2	37	10	22	14	-	2	1	-
Weighted base	203	154	35**	16**	12**	1**	33**	12**	26**	13**	-**	2**	1**	-**
Effective base	143	114	23	13	10	2	26	9	18	9	-	2	1	-
It's not worth the hassle	68 33.57%	52 33.90%	4 10.71%	7 44.37%	7 57.58%	* 25.64%	15 44.37%	6 47.62%	5 20.26%	3 23.56%	- -	2 100.00%	- -	- -
I didn't have the time	48 23.65%	40 25.86%	14 40.14%	2 15.19%	2 14.87%	- -	6 18.99%	2 17.09%	10 37.16%	1 8.31%	- -	2 100.00%	1 100.00%	- -
They wouldn't do anything anyway	46 22.72%a	29 18.96%	10 28.38%	2 12.78%	4 33.48%	* 25.64%	6 18.65%	1 5.38%	4 14.50%	1 5.22%	- -	- -	- -	- -
The problem resolved itself	45 22.21%	36 23.53%	8 21.85%	5 30.62%	6 50.61%	1 74.36%	6 18.98%	4 34.04%	4 16.06%	2 18.89%	- -	- -	- -	- -
I did not know where to go/ who to complain to	26 12.65%	16 10.06%	- -	* 2.69%	* 2.66%	- -	3 10.14%	2 15.87%	3 10.69%	5 38.22%	- -	- -	- -	- -
I/ someone else sorted the problem out	20 9.75%	16 10.25%	8 21.54%	2 14.64%	- -	- -	2 6.92%	1 9.49%	1 5.16%	1 9.33%	- -	- -	- -	- -
I could not get through to my provider	18 8.63%	11 7.05%	2 5.02%	* 2.95%	- -	- -	1 1.75%	2 14.62%	6 23.82%	- -	- -	- -	- -	- -
Other (please specify)	14 6.82%	13 8.29%	2 5.05%	- -	1 7.29%	* 25.64%	5 15.12%	- -	4 14.66%	- -	- -	1 55.36%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 59
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	200	200	9	49	14	1	22	7	28	9	28	1	4	16	-
Weighted base	203	203	8**	45*	18**	1**	21**	7**	28**	7**	41**	1**	2**	16**	-**
Effective base	143	143	7	39	11	1	18	5	20	8	19	1	4	13	-
It's not worth the hassle	68 33.57%	68 33.57%	2 22.29%	17 38.72%	3 18.91%	- -	12 57.51%	3 42.59%	10 35.64%	1 18.73%	9 21.66%	- -	1 31.55%	6 36.24%	- -
I didn't have the time	48 23.65%	48 23.65%	2 20.30%	7 14.69%	5 29.99%	- -	5 22.49%	2 24.48%	5 17.09%	4 60.22%	13 33.06%	- -	- -	3 17.68%	- -
They wouldn't do anything anyway	46 22.72%	46 22.72%	2 29.07%	7 15.35%	6 35.20%	1 100.00%	5 24.97%	2 31.84%	9 32.54%	2 23.03%	7 16.66%	- -	* 17.57%	2 11.07%	- -
The problem resolved itself	45 22.21%	45 22.21%	2 23.78%	16 35.98%Tn	3 16.08%	- -	4 18.76%	1 13.41%	6 20.17%	1 8.65%	9 22.14%	- -	* 19.88%	4 25.01%	- -
I did not know where to go/ who to complain to	26 12.65%p	26 12.65%p	2 25.14%	1 2.91%	5 28.95%	- -	2 10.58%	1 18.09%	2 8.64%	2 23.03%	7 16.74%	1 100.00%	- -	1 6.02%	- -
I/ someone else sorted the problem out	20 9.75%	20 9.75%	1 11.37%	4 8.90%	1 7.58%	- -	1 4.90%	2 28.26%	2 5.91%	- -	3 7.81%	- -	- -	3 22.10%	- -
I could not get through to my provider	18 8.63%	18 8.63%	1 7.85%	5 10.32%	3 15.26%	- -	2 10.90%	- -	4 16.00%	- -	2 5.45%	- -	- -	1 3.70%	- -
Other (please specify)	14 6.82%	14 6.82%	- -	2 3.48%	- -	- -	3 12.97%	- -	3 10.77%	- -	3 8.09%	- -	1 48.58%	1 7.41%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 60

Q.11 Why didn't you make a complaint about your mobile service or supplier?

Base: All who didn't complain about mobile phone provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	200	171	33	17	16	1	41	11	25	17	-	2	1	-	101	21	54	6	18	56	100	25	50	136
Weighted base	203	174	33**	17**	13**	***	37*	12**	31**	20**	-**	2**	1**	-**	107*	20**	60*	6**	19**	58*	85*	42**	47*	142*
Effective base	143	122	24	14	12	1	30	9	16	11	-	2	1	-	77	17	39	6	16	42	77	19	40	94
It's not worth the hassle	68 33.57%	60 34.43%	4 11.17%	5 31.15%	7 50.92%	* 100.00%	17 46.37%	6 51.07%	10 31.88%	3 14.74%	- -	2 100.00%	- -	- -	29 27.52%	2 11.43%	22 36.38%	1 14.82%	4 18.81%	15 25.69%	36 42.10%T	12 28.06%	25 52.75%T x	42 29.38%
I didn't have the time	48 23.65%u	42 24.28%	9 28.22%	2 8.74%	2 13.15%	- -	6 16.49%	2 17.05%	10 31.57%	6 31.08%	- -	2 100.00%	1 100.00%	- -	24 22.63%	6 27.95%	9 15.55%	1 20.03%	8 42.07%	15 25.05%	11 13.01%	14 33.20%	12 26.03%	33 23.63%
They wouldn't do anything anyway	46 22.72%ou	40 23.23%	8 24.91%	3 16.05%	4 32.81%	* 100.00%	9 23.35%	1 5.36%	9 30.44%	2 8.50%	- -	- -	- -	- -	17 15.91%	5 22.86%	9 15.61%	1 11.34%	2 12.81%	22 37.54%Tu	14 16.26%	9 20.55%	13 26.92%	30 21.00%
The problem resolved itself	45 22.21%	42 24.13%	9 27.62%	8 45.86%	6 44.76%	- -	8 20.42%	3 20.95%	4 13.72%	5 23.59%	- -	- -	- -	- -	27 25.45%	5 24.00%	17 27.65%	4 60.84%	2 12.35%	13 21.66%	25 29.94%T	5 10.95%	14 30.16%	29 20.35%
I did not know where to go/ who to complain to	26 12.65%auw	16 8.91%	3 9.32%	* 2.46%	1 10.72%	- -	2 5.99%	- -	3 9.13%	4 18.47%	- -	- -	- -	- -	9 8.36%	1 6.25%	5 7.79%	1 19.13%	2 9.93%	14 23.92%Tu	2 2.89%	6 13.87%	2 3.65%	20 14.45%
I/ someone else sorted the problem out	20 9.75%	17 9.73%	6 19.16%	3 16.20%	- -	- -	2 6.17%	2 19.00%	1 4.41%	1 5.84%	- -	- -	- -	- -	13 12.32%	4 19.18%	6 9.51%	1 20.03%	1 7.00%	4 7.34%	8 9.76%	6 14.44%	2 4.03%	18 12.41%
I could not get through to my provider	18 8.63%a	11 6.25%	2 5.34%	- -	- -	- -	2 5.89%	4 30.57%	3 10.40%	- -	- -	- -	- -	- -	10 9.33%	2 8.89%	3 5.02%	1 14.82%	4 22.33%	4 6.51%	13 15.18%T	- -	7 14.16%	9 6.28%
Other (please specify)	14 6.82%	14 7.78%	2 5.37%	- -	1 6.44%	* 100.00%	5 13.48%	- -	4 12.53%	- -	- -	1 55.36%	- -	- -	9 8.30%	- -	5 8.33%	- -	4 19.91%	5 7.93%	8 8.89%	1 2.75%	4 8.74%	10 6.86%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 61

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1180	620	557	192	282	227	190	137	103	49	349	345	228	258	694	486	982	198
Weighted base	1248	660	585	215	296	236	216	138	106*	41*	364	374	224	286	738	510	1039	209
Effective base	859	464	394	141	201	167	134	101	83	37	269	253	168	174	521	339	710	149
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	831 66.57%a	409 62.00%	420 71.73%Ta	134 62.16%	187 63.14%	143 60.54%	152 70.53%	113 81.41%Tcde	75 70.76%	28 67.21%	235 64.73%	262 69.86%	142 63.70%	191 66.84%	497 67.33%	334 65.46%	687 66.11%	144 68.83%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	315 25.24%i	180 27.24%	135 23.11%	45 20.86%i	91 30.78%Tci	68 28.96%i	56 25.93%i	31 22.17%i	22 20.52%i	2 5.98%	90 24.85%	82 21.88%	60 26.81%	83 28.90%	172 23.35%	143 27.98%	272 26.18%	43 20.57%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	186 14.94%fg	105 15.90%	81 13.93%	43 19.78%fgh	74 25.08%Tefg h	34 14.37%fg	15 6.89%	7 5.00%	9 8.20%	5 13.12%	60 16.40%	58 15.38%	39 17.38%	30 10.61%	117 15.88%	69 13.58%	156 14.99%	31 14.72%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	156 12.54%gq	90 13.61%	67 11.39%	29 13.33%g	60 20.21%Tefg	24 10.14%	17 7.64%	7 5.03%	15 14.05%g	6 14.02%	54 14.85%	38 10.28%	29 12.83%	35 12.31%	92 12.53%	64 12.54%	146 14.08%Tq	10 4.89%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 61

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	1248	660	585	215	296	236	216	138	106*	41*	364	374	224	286	738	510	1039	209
Dissatisfaction with customer service from a previous occasion or contact	156 12.52%	94 14.17%	62 10.55%	33 15.46%	43 14.43%	26 10.89%	22 10.20%	13 9.66%	14 12.90%	6 13.53%	51 13.96%	36 9.58%	27 12.21%	42 14.78%	87 11.74%	70 13.65%	132 12.73%	24 11.46%
Something else (please specify)	25 1.98%d	15 2.35%	9 1.57%	4 1.71%	1 0.34%	4 1.81%	4 1.84%	2 1.36%	6 6.11%Td	3 8.28%Tcdefg	5 1.42%	8 2.08%	5 2.24%	7 2.35%	13 1.76%	12 2.30%	19 1.84%	6 2.68%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 62

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	1180	989	94	60	37	94	44	134	108	109	81	60	87	183	152	91	37	959	218
Weighted base	1248	1049	92*	65*	41*	92*	49*	141*	103*	121*	79*	65*	97*	204	167	89*	41*	1001	244
Effective base	859	713	71	45	31	71	32	97	81	79	56	45	61	136	111	63	31	696	161
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	831 66.57%h	707 67.39%	59 64.37%	38 58.94%	26 62.67%	59 64.37%	31 63.32%	105 74.88%h	58 56.25%	79 65.38%	48 60.18%	38 58.94%	61 62.77%	139 68.36%	124 74.72%h	62 68.88%	26 62.67%	669 66.89%	158 64.82%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	315 25.24%nq	265 25.23%	22 23.44%	18 27.08%	11 26.60%	22 23.44%	16 32.41%	47 33.26%mno	25 24.33%	36 29.51%n	21 27.07%	18 27.08%	34 35.51%mno	42 20.55%	28 16.54%	16 18.03%	11 26.60%	238 23.79%	77 31.49%Tq
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	186 14.94%	157 14.99%	10 10.83%	10 15.27%	9 22.34%	10 10.83%	6 11.84%	18 12.83%	16 15.34%	19 15.56%	13 15.84%	10 15.27%	15 15.44%	33 16.04%	20 12.03%	19 20.82%	9 22.34%	149 14.84%	38 15.54%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 62

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	1248	1049	92*	65*	41*	92*	49*	141*	103*	121*	79*	65*	97*	204	167	89*	41*	1001	244
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	156 12.54%q	138 13.17%	10 11.21%	3 5.14%	5 10.95%	10 11.21%	4 9.14%	14 9.65%	13 12.25%	17 13.62%	16 20.28%k	3 5.14%	14 14.15%	30 14.66%	21 12.45%	11 11.99%	5 10.95%	112 11.17%	44 17.92%Tq
Dissatisfaction with customer service from a previous occasion or contact	156 12.52%	133 12.65%	10 11.37%	8 11.65%	5 13.02%	10 11.37%	7 13.62%	14 9.61%	11 10.35%	22 18.13%	6 7.28%	8 11.65%	23 24.28%Tgh jno	29 14.26%	15 8.88%	7 7.71%	5 13.02%	120 11.96%	37 14.99%
Something else (please specify)	25 1.98%	21 1.96%	1 1.49%	3 4.19%	- -	1 1.49%	2 4.31%	1 0.70%	4 4.03%	* 0.37%	1 1.08%	3 4.19%	* 0.48%	4 2.00%	5 3.27%	2 2.28%	- -	22 2.21%	3 1.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 63

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	1180	992	216	39	69	9	184	135	222	77	5	8	11	1
Weighted base	1248	1058	229	39**	66*	12**	199	144	245	77*	5**	7**	12**	1**
Effective base	859	724	157	28	52	7	135	100	157	54	5	7	10	1
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	831 66.57%	694 65.59%	137 59.88%	22 56.15%	45 67.86%	7 57.19%	123 61.96%	104 72.17%b	173 70.55%b	48 62.72%	5 100.00%	5 76.07%	7 63.27%	1 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	315 25.24%	270 25.50%	57 24.74%	13 33.63%	17 26.20%	6 48.39%	49 24.36%	38 26.15%	68 27.67%	13 17.26%	- -	3 42.16%	2 16.51%	- -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	186 14.94%h	165 15.61%h	37 16.05%	10 25.86%	8 12.79%	4 32.38%	38 18.84%h	22 15.40%	23 9.20%	21 27.91%Tah	- -	- -	1 9.82%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 63

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	1248	1058	229	39**	66*	12**	199	144	245	77*	5**	7**	12**	1**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	156 12.54%	147 13.91%T	46 20.14%Tah	2 4.68%	7 10.36%	* 3.90%	28 14.26%	16 10.96%	25 10.30%	21 27.08%Tadfgh	1 29.25%	- -	- -	- -
Dissatisfaction with customer service from a previous occasion or contact	156 12.52%	139 13.13%	42 18.43%Tafi	3 7.51%	7 9.96%	3 27.51%	19 9.63%	24 16.44%	29 11.91%	5 5.99%	- -	1 14.90%	2 20.22%	- -
Something else (please specify)	25 1.98%	20 1.87%	4 1.96%	- -	* 0.69%	1 5.57%	3 1.32%	1 0.79%	8 3.21%	- -	- -	* 5.12%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 64

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	1180	1174	52	176	82	16	196	73	126	93	154	27	18	75	22
Weighted base	1248	1244	62*	182	87*	16**	203	70*	143*	106*	156	35**	17**	80*	26**
Effective base	859	855	39	126	61	10	144	52	94	70	104	20	15	55	16
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	831 66.57%o	829 66.62%o	30 48.40%	127 69.62%o	54 61.69%	8 47.38%	138 67.96%o	54 76.88%oz	101 70.68%o	68 64.04%	111 71.13%oz	23 66.10%	10 61.42%	44 55.37%	19 73.14%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	315 25.24%w	314 25.26%w	16 25.88%	50 27.41%	26 29.82%	4 27.88%	49 23.91%	13 18.09%	33 23.33%	38 35.68%Tntw	27 17.18%	12 33.48%	3 17.95%	22 27.36%	7 27.53%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	186 14.94%	186 14.92%	20 32.26%Tnpstu	19 10.60%	17 19.58%	5 28.57%	24 11.87%	5 7.10%	22 15.49%	17 15.94%	28 18.09%	7 21.55%	3 15.52%	15 18.79%	1 2.26%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 64

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	1248	1244	62*	182	87*	16**	203	70*	143*	106*	156	35**	17**	80*	26**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	156 12.54%	156 12.57%	18 29.86%Tnpstu vwz	21 11.27%	18 20.34%sw	5 33.24%	18 9.11%	5 7.48%	20 14.14%	12 11.74%	14 9.14%	6 17.81%	1 6.45%	9 11.41%	4 13.68%
Dissatisfaction with customer service from a previous occasion or contact	156 12.52%	156 12.55%	11 17.73%	21 11.28%	16 18.73%tw	4 26.85%	23 11.18%	4 5.67%	23 16.19%	22 20.47%Tntw	13 8.07%	3 9.30%	* 2.83%	8 10.20%	3 9.69%
Something else (please specify)	25 1.98%	24 1.95%	- -	4 2.17%	* 0.50%	* 1.38%	1 0.56%	* 0.53%	3 2.34%	6 5.92%Tns	2 1.59%	2 4.33%	1 4.23%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 65

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	1180	1172	224	39	85	10	205	143	306	86	9	13	13	1	655	104	292	45	203	245	621	212	405	726
Weighted base	1248	1240	241	38*	84*	14**	220	144	339	81*	9**	12**	13**	1**	731	123*	324	48*	225	256	625	261	410	780
Effective base	859	852	159	30	62	8	153	103	218	67	8	11	11	1	481	79	218	37	141	168	451	170	280	545
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	831 66.57%p	824 66.39%	144 59.93%	22 57.36%	55 65.16%	5 37.67%	139 63.02%	98 68.26%	248 73.23%T abf	52 64.56%	8 96.67%	10 86.42%	9 67.84%	1 100.00%	471 64.46%p	62 50.47%	207 63.91%p	31 65.93%	164 72.80%o p	160 62.52%	420 67.14%	178 68.25%	281 68.66%	509 65.26%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	315 25.24%	315 25.37%	63 26.29%	8 20.92%	24 28.67%	6 44.69%	48 21.86%	36 25.26%	91 26.88%	19 23.01%	- -	3 23.92%	2 14.46%	- -	192 26.26%	40 32.81%	78 23.99%	10 21.92%	58 25.81%	90 35.32%T uv	147 23.59%	53 20.11%	116 28.25%	185 23.76%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	186 14.94%h s	186 15.03%h	44 18.44%h	10 25.39%h	9 10.86%	3 23.77%	44 20.21%T h	20 13.94%	34 9.99%	13 16.04%	- -	- -	2 14.94%	- -	126 17.27%T s	35 28.53%T os	64 19.68%T s	7 14.65%	19 8.41%	47 18.33%	91 14.62%	40 15.25%	65 15.99%	115 14.76%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 65

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	1248	1240	241	38*	84*	14**	220	144	339	81*	9**	12**	13**	1**	731	123*	324	48*	225	256	625	261	410	780
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	156 12.54%	156 12.61%	42 17.56%Ta h	1 3.56%	10 12.42%	4 29.53%	28 12.86%	18 12.21%	34 10.06%	16 19.22%c h	2 18.95%	- -	1 6.34%	- -	118 16.20%T s	33 27.19%T oqs	53 16.25%	8 16.27%	25 10.88%	43 16.93%u	68 10.85%	35 13.43%	55 13.37%	96 12.37%
Dissatisfaction with customer service from a previous occasion or contact	156 12.52%x	155 12.48%	42 17.26%a	2 5.14%	6 7.33%	2 14.60%	22 10.20%	22 15.39%	42 12.35%	7 8.82%	- -	1 8.46%	3 24.05%	- -	92 12.57%	22 17.90%q	31 9.50%	7 14.17%	31 13.85%	47 18.37%T u	67 10.75%	32 12.23%	67 16.42%T x	82 10.56%
Something else (please specify)	25 1.98%	25 1.99%	6 2.39%	- -	1 0.81%	1 4.71%	3 1.20%	1 0.79%	10 2.81%	1 1.70%	- -	* 2.90%	- -	- -	11 1.46%	1 0.62%	4 1.24%	- -	6 2.60%	1 0.45%	18 2.84%	3 1.20%	9 2.22%	15 1.90%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 66

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1180	620	557	192	282	227	190	137	103	49	349	345	228	258	694	486	982	198
Weighted base	1248	660	585	215	296	236	216	138	106*	41*	364	374	224	286	738	510	1039	209
Effective base	859	464	394	141	201	167	134	101	83	37	269	253	168	174	521	339	710	149
NET: Yes	949 76.08%p	506 76.66%	441 75.36%	159 73.88%	219 74.07%	176 74.84%	165 76.54%	108 78.33%	87 82.66%	34 82.17%	275 75.64%	289 77.05%	169 75.46%	217 75.84%	564 76.36%	386 75.67%	774 74.56%	175 83.63%Tp
Yes - to my fixed broadband provider	896 71.82%c	471 71.32%	423 72.30%	138 64.04%	207 70.11%	165 69.96%	163 75.43%c	104 75.51%	85 80.25%c	34 82.17%c	260 71.56%	272 72.67%	154 69.01%	210 73.22%	532 72.12%	364 71.37%	735 70.82%	161 76.75%
Yes - to Ofcom	70 5.62%bfg	52 7.89%Tb	18 3.09%	26 11.99%Tefgi	25 8.58%Tfg	11 4.76%	2 1.11%	1 0.80%	4 4.08%	- -	23 6.44%	17 4.48%	18 8.10%	12 4.15%	40 5.45%	30 5.88%	57 5.51%	13 6.20%
Yes - other (please specify)	12 0.94%bp	10 1.54%	2 0.27%	1 0.59%	1 0.27%	2 0.89%	1 0.53%	4 2.82%d	3 2.41%	- -	3 0.75%	4 1.20%	* 0.21%	4 1.42%	7 0.98%	5 0.89%	6 0.62%	5 2.56%Tp
No	284 22.77%q	145 21.98%	139 23.71%	55 25.64%	73 24.65%	53 22.48%	48 22.21%	30 21.67%	18 16.85%	7 17.83%	84 22.97%	82 22.02%	54 24.30%	64 22.30%	166 22.49%	118 23.18%	252 24.25%Tq	32 15.41%
Don't know	14 1.15%	9 1.35%	5 0.93%	1 0.48%	4 1.28%	6 2.68%	3 1.25%	- -	1 0.50%	- -	5 1.39%	3 0.93%	1 0.24%	5 1.86%	9 1.15%	6 1.15%	12 1.19%	2 0.96%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 67

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	1180	989	94	60	37	94	44	134	108	109	81	60	87	183	152	91	37	959	218
Weighted base	1248	1049	92*	65*	41*	92*	49*	141*	103*	121*	79*	65*	97*	204	167	89*	41*	1001	244
Effective base	859	713	71	45	31	71	32	97	81	79	56	45	61	136	111	63	31	696	161
NET: Yes	949 76.08%	795 75.73%	65 70.71%	54 82.59%	36 86.77%	65 70.71%	38 77.25%	100 70.81%	74 71.75%	91 74.67%	53 66.81%	54 82.59%	81 83.55%j	157 77.14%	135 81.03%j	67 74.96%	36 86.77%j	757 75.63%	189 77.60%
Yes - to my fixed broadband provider	896 71.82%	750 71.50%	59 64.39%	54 82.59%b	33 79.35%	59 64.39%	38 77.25%	90 63.64%	71 68.97%	80 66.21%	50 63.02%	54 82.59%egj	78 80.66%egj	147 72.12%	134 80.33%Tegij	63 70.61%	33 79.35%	715 71.43%	178 73.06%
Yes - to Ofcom	70 5.62%	61 5.82%	7 7.33%	- -	2 5.54%	7 7.33%	2 5.07%	11 7.47%	7 6.31%	8 6.47%	7 8.35%	- -	6 6.49%	14 6.71%	4 2.29%	3 3.83%	2 5.54%	49 4.91%	21 8.62%
Yes - other (please specify)	12 0.94%	9 0.86%	2 2.12%	- -	1 1.88%	2 2.12%	- -	2 1.25%	* 0.33%	3 2.25%	- -	- -	1 1.19%	3 1.27%	- -	* 0.53%	1 1.88%	9 0.87%	3 1.25%
No	284 22.77%	244 23.25%	25 27.56%	9 14.30%	5 13.23%	25 27.56%	11 22.75%	39 28.07%	29 28.25%	28 23.20%	25 31.21%l	9 14.30%	15 15.06%	44 21.55%	31 18.35%	22 25.04%	5 13.23%	232 23.20%	52 21.28%
Don't know	14 1.15%	11 1.03%	2 1.73%	2 3.11%	- -	2 1.73%	- -	2 1.12%	- -	3 2.13%	2 1.98%	2 3.11%	1 1.38%	3 1.31%	1 0.62%	- -	- -	12 1.16%	3 1.12%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 68

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	1180	992	216	39	69	9	184	135	222	77	5	8	11	1
Weighted base	1248	1058	229	39**	66*	12**	199	144	245	77*	5**	7**	12**	1**
Effective base	859	724	157	28	52	7	135	100	157	54	5	7	10	1
NET: Yes	949 76.08%	826 78.06%T	181 78.76%	29 75.50%	54 81.34%	9 75.93%	157 78.62%	111 77.53%	183 74.68%	63 81.57%	4 87.83%	5 70.99%	9 76.17%	- -
Yes - to my fixed broadband provider	896 71.82%	776 73.29%T	172 75.20%	27 69.43%	53 80.09%	6 47.44%	142 71.29%	101 70.51%	178 72.71%	56 73.39%	4 87.83%	5 70.99%	9 76.17%	- -
Yes - to Ofcom	70 5.62%	69 6.50%Th	14 6.28%	4 10.18%	1 1.24%	3 28.49%	16 7.94%h	10 6.95%	7 2.82%	12 15.72%Tabdh	- -	- -	- -	- -
Yes - other (please specify)	12 0.94%	11 0.99%	2 0.99%	- -	- -	- -	4 2.10%	1 1.03%	1 0.32%	* 0.61%	- -	- -	- -	- -
No	284 22.77%a	219 20.73%	46 19.87%	8 21.58%	12 18.66%	3 24.07%	43 21.38%	32 22.11%	54 22.06%	14 18.43%	1 12.17%	2 29.01%	3 23.83%	1 100.00%
Don't know	14 1.15%	13 1.21%	3 1.36%	1 2.91%	- -	- -	- -	1 0.37%	8 3.26%Taf	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 69

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	1180	1174	52	176	82	16	196	73	126	93	154	27	18	75	22
Weighted base	1248	1244	62*	182	87*	16**	203	70*	143*	106*	156	35**	17**	80*	26**
Effective base	859	855	39	126	61	10	144	52	94	70	104	20	15	55	16
NET: Yes	949 76.08%	946 76.05%	53 85.88%	138 75.51%	63 72.93%	14 88.46%	155 76.37%	52 73.94%	109 76.51%	88 82.85%	121 77.24%	21 59.12%	9 54.49%	59 73.00%	24 93.18%
Yes - to my fixed broadband provider	896 71.82%	893 71.78%	49 80.44%	128 70.09%	59 67.86%	12 78.18%	150 73.81%	52 73.94%	105 73.32%	82 77.19%	113 72.64%	21 59.12%	9 54.49%	50 61.78%	24 93.18%
Yes - to Ofcom	70 5.62%	70 5.64%	12 19.89%Tnpqstuw	4 2.10%	4 5.07%	5 32.89%	7 3.63%	- -	9 6.54%	9 8.33%pt	7 4.50%	- -	- -	10 12.41%Tnpst	- -
Yes - other (please specify)	12 0.94%	12 0.95%	- -	6 3.32%Tn	- -	1 8.34%	3 1.53%	- -	- -	- -	1 0.52%	- -	- -	* 0.58%	- -
No	284 22.77%	284 22.83%	9 14.12%	44 23.87%	23 26.67%	2 11.54%	44 21.68%	18 26.06%	31 21.98%	16 14.63%	34 21.47%	13 36.35%	8 45.51%	22 27.00%	2 6.82%
Don't know	14 1.15%	14 1.11%	- -	1 0.62%	* 0.40%	- -	4 1.95%	- -	2 1.51%	3 2.53%	2 1.29%	2 4.53%	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 70

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	1180	1172	224	39	85	10	205	143	306	86	9	13	13	1	655	104	292	45	203	245	621	212	405	726
Weighted base	1248	1240	241	38*	84*	14**	220	144	339	81*	9**	12**	13**	1**	731	123*	324	48*	225	256	625	261	410	780
Effective base	859	852	159	30	62	8	153	103	218	67	8	11	11	1	481	79	218	37	141	168	451	170	280	545
NET: Yes	949 76.08%	945 76.16%	192 79.71%	26 69.65%	64 76.67%	11 77.79%	165 75.09%	109 76.16%	252 74.34%	63 77.82%	6 74.30%	7 58.76%	10 79.13%	- -	571 78.06%	99 80.50%	259 79.93%	37 76.78%	169 74.79%	206 80.58%	474 75.86%	199 76.26%	324 79.15%	592 75.98%
Yes - to my fixed broadband provider	896 71.82%	893 71.97%	185 76.93%	25 66.45%	62 74.37%	5 34.16%	148 67.23%	104 72.34%	244 71.97%	58 71.31%	6 74.30%	7 58.76%	10 79.13%	- -	525 71.88%	90 73.09%	240 74.12%	29 61.03%	159 70.46%	185 72.13%	450 72.06%	193 74.02%	298 72.74%	568 72.86%
Yes - to Ofcom	70 5.62%	69 5.57%	12 5.15%	5 13.53%dh	2 2.30%	6 43.62%	14 6.46%	9 6.26%	13 3.72%	6 7.67%	- -	- -	- -	- -	62 8.50%T	18 14.69%To qs	23 7.16%	8 15.75%Ts	13 5.90%	30 11.80%Tu v	29 4.62%	9 3.56%	30 7.21%	36 4.56%
Yes - other (please specify)	12 0.94%	12 0.95%	4 1.47%	- -	- -	- -	4 1.90%	1 1.03%	1 0.23%	* 0.58%	- -	- -	- -	- -	4 0.62%	1 1.21%	2 0.69%	- -	1 0.35%	2 0.71%	7 1.05%	3 1.11%	8 1.86%	4 0.53%
No	284 22.77%	281 22.68%	48 19.83%	10 27.35%	20 23.33%	3 22.21%	52 23.53%	34 23.47%	78 23.13%	18 22.18%	2 25.70%	5 41.24%	3 20.87%	1 100.00%	150 20.55%	24 19.50%	62 19.10%	11 23.22%	50 22.12%	50 19.42%	147 23.49%	58 22.20%	79 19.40%	181 23.21%
Don't know	14 1.15%	14 1.16%	1 0.46%	1 2.99%	- -	- -	3 1.38%	1 0.37%	9 2.53%T	- -	- -	- -	- -	- -	10 1.38%	- -	3 0.97%	- -	7 3.09%T	- -	4 0.65%	4 1.54%	6 1.44%	6 0.81%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 71

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	305	152	152	60	78	59	44	32	22	10	93	91	59	62	184	121	266	39
Weighted base	284	145	139	55*	73*	53*	48*	30**	18**	7**	84*	82*	54*	64*	166	118*	252	32**
Effective base	217	117	100	43	53	46	30	23	19	9	67	68	42	42	135	83	191	27
It's not worth the hassle	112 39.44%	53 36.36%	59 42.51%	21 37.67%	30 40.58%	25 47.02%	19 38.91%	11 37.80%	7 38.27%	- -	28 33.00%	36 43.51%	19 35.27%	29 46.17%	63 38.22%	49 41.16%	98 38.74%	14 44.90%
The problem was resolved	100 35.20%	57 39.23%	43 31.07%	14 25.51%	24 32.52%	18 33.56%	19 38.76%	15 49.94%	6 34.81%	5 63.47%	33 39.90%	26 30.97%	16 29.99%	25 38.93%	59 35.46%	41 34.82%	89 35.24%	11 34.86%
They wouldn't do anything anyway	71 24.99%a	28 19.06%	43 31.26%a	15 27.70%	26 35.06%	11 20.42%	11 23.63%	4 13.57%	2 13.94%	1 19.85%	22 26.28%	17 21.10%	14 25.79%	18 27.64%	39 23.71%	32 26.79%	65 25.65%	6 19.87%
I didn't have the time	47 16.44%	21 14.13%	26 18.89%	12 22.34%	12 16.69%	14 26.05%	6 12.04%	3 8.84%	- -	- -	16 19.13%	14 16.92%	10 18.86%	7 10.23%	30 18.03%	17 14.20%	40 15.90%	7 20.66%
I could not get through to my provider	24 8.62%al	8 5.22%	17 12.19%	6 11.24%	11 15.56%	2 3.96%	2 5.09%	2 5.86%	1 3.61%	- -	11 12.92%l	8 9.71%l	- -	6 8.90%	19 11.33%	6 4.81%	23 9.10%	2 4.79%
I did not know where to go/ who to complain to	19 6.82%	8 5.66%	11 8.06%	6 11.71%	6 7.80%	3 5.82%	2 3.54%	* 1.08%	2 12.06%	- -	10 11.46%	4 5.07%	5 8.39%	1 1.68%	14 8.28%	6 4.77%	19 7.48%	1 1.69%
I/ someone else sorted the problem out	17 6.05%	9 6.19%	8 5.92%	4 8.11%	4 6.06%	4 8.13%	2 4.12%	2 6.77%	- -	- -	6 6.71%	6 6.97%	2 4.26%	4 5.54%	11 6.84%	6 4.95%	12 4.91%	5 14.99%
Other (please specify)	18 6.24%	11 7.50%	7 4.94%	3 5.78%	3 3.59%	2 3.52%	3 5.54%	2 6.04%	4 24.53%	1 16.68%	3 3.24%	8 9.11%	6 10.60%	2 2.75%	10 6.15%	8 6.36%	16 6.42%	2 4.80%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 72

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	305	262	28	9	6	28	14	40	39	26	25	9	16	41	34	27	6	253	52
Weighted base	284	244	25**	9**	5**	25**	11**	39**	29*	28**	25**	9**	15**	44**	31**	22**	5**	232	52*
Effective base	217	183	22	7	6	22	10	25	31	19	18	7	12	28	25	20	6	180	37
It's not worth the hassle	112 39.44%	92 37.59%	12 48.13%	5 48.50%	4 66.32%	12 48.13%	2 17.72%	15 37.91%	8 28.79%	5 19.34%	13 53.91%	5 48.50%	8 56.34%	19 42.15%	10 31.61%	11 50.37%	4 66.32%	93 39.88%	19 37.48%
The problem was resolved	100 35.20%h	91 37.31%	6 23.29%	2 23.25%	1 16.58%	6 23.29%	5 42.03%	15 39.03%	6 19.46%	8 27.61%	12 48.51%	2 23.25%	3 23.57%	20 46.63%	16 52.25%	6 25.19%	1 16.58%	81 34.69%	19 37.47%
They wouldn't do anything anyway	71 24.99%q	61 25.19%	9 33.75%	- -	1 17.87%	9 33.75%	2 17.59%	13 32.59%	7 24.63%	7 23.68%	1 5.88%	- -	3 17.57%	17 38.22%	6 20.89%	6 25.02%	1 17.87%	51 21.91%	20 38.78%Tq
I didn't have the time	47 16.44%	41 16.60%	6 24.41%	- -	- -	6 24.41%	3 24.29%	5 13.64%	8 28.81%	1 4.79%	4 14.71%	- -	3 22.91%	9 20.37%	3 9.46%	4 17.28%	- -	38 16.39%	9 16.64%
I could not get through to my provider	24 8.62%	22 8.84%	1 5.90%	- -	1 25.85%	1 5.90%	1 7.76%	8 21.48%	4 14.48%	3 11.52%	1 2.61%	- -	3 21.56%	- -	1 3.21%	- -	1 25.85%	20 8.48%	5 9.23%
I did not know where to go/ who to complain to	19 6.82%	18 7.56%	- -	- -	1 17.10%	- -	- -	4 10.96%	4 12.67%	2 7.51%	- -	- -	1 4.35%	3 6.20%	2 6.36%	3 13.46%	1 17.10%	15 6.55%	4 8.04%
I/ someone else sorted the problem out	17 6.05%	16 6.68%	* 1.23%	1 6.28%	- -	* 1.23%	1 11.46%	- -	2 5.40%	4 13.67%	2 6.95%	1 6.28%	- -	3 7.54%	5 14.97%	- -	- -	12 5.35%	5 9.20%
Other (please specify)	18 6.24%	15 6.03%	1 3.84%	2 21.96%	- -	1 3.84%	- -	3 6.50%	4 13.88%	3 10.59%	* 1.84%	2 21.96%	1 9.56%	2 4.48%	* 1.31%	1 4.07%	- -	17 7.51%	* 0.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 73

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	305	235	50	10	14	2	48	27	57	18	1	2	3	1
Weighted base	284	219	46*	8**	12**	3**	43*	32**	54*	14**	1**	2**	3**	1**
Effective base	217	169	34	7	11	1	35	18	44	15	1	2	3	1
It's not worth the hassle	112 39.44%	85 38.59%	13 28.57%	4 45.32%	6 49.14%	* 16.18%	13 30.65%	9 28.68%	26 48.85%	7 51.93%	1 100.00%	- -	3 100.00%	1 100.00%
The problem was resolved	100 35.20%	80 36.65%	13 28.00%	3 39.27%	4 32.17%	2 83.82%	20 47.20%	11 35.29%	21 38.34%	4 29.50%	- -	- -	2 63.53%	- -
They wouldn't do anything anyway	71 24.99%	49 22.53%	12 27.24%	1 14.79%	2 18.72%	* 16.18%	7 15.63%	10 30.26%	12 22.24%	4 26.12%	- -	- -	1 35.96%	- -
I didn't have the time	47 16.44%	34 15.63%	4 8.37%	2 22.67%	2 18.13%	- -	9 21.15%	2 6.94%	12 21.83%	2 14.58%	- -	1 65.26%	- -	- -
I could not get through to my provider	24 8.62%	19 8.78%	6 13.13%	- -	- -	- -	3 7.41%	4 13.21%	4 7.18%	2 14.38%	- -	- -	- -	- -
I did not know where to go/ who to complain to	19 6.82%	13 5.93%	4 8.13%	- -	- -	- -	2 5.60%	1 2.06%	4 8.01%	1 8.26%	- -	- -	1 27.57%	- -
I/ someone else sorted the problem out	17 6.05%	14 6.47%	6 14.16%Tf	- -	2 14.72%	- -	* 0.59%	1 1.84%	1 2.46%	3 19.53%	- -	- -	1 36.47%	- -
Other (please specify)	18 6.24%	15 6.70%	3 5.84%	- -	1 6.51%	- -	4 10.36%	* 0.94%	5 9.62%	* 2.36%	- -	1 34.74%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 74

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	305	305	11	41	27	3	54	21	30	17	36	9	7	23	3
Weighted base	284	284	9**	44**	23**	2**	44*	18**	31**	16**	34**	13**	8**	22**	2**
Effective base	217	217	8	28	22	2	40	15	23	12	20	8	6	18	3
It's not worth the hassle	112 39.44%	112 39.44%	3 32.19%	15 34.57%	9 40.87%	* 11.92%	18 41.93%	6 30.70%	15 48.00%	6 41.51%	14 41.84%	4 34.33%	6 74.88%	6 25.42%	- -
The problem was resolved	100 35.20%	100 35.20%	1 12.56%	17 39.87%	4 16.35%	- -	17 38.63%	6 31.33%	12 36.95%	8 50.51%	11 32.32%	8 60.66%	2 30.71%	7 34.07%	1 48.34%
They wouldn't do anything anyway	71 24.99%	71 24.99%	3 33.57%	10 23.51%	6 28.03%	* 11.92%	8 18.56%	3 19.14%	12 39.12%	3 22.14%	16 46.25%	2 14.22%	1 12.25%	2 7.67%	1 33.67%
I didn't have the time	47 16.44%	47 16.44%	2 21.49%	8 17.40%	6 26.83%	- -	6 12.51%	2 9.99%	4 14.09%	3 21.06%	5 13.57%	1 8.20%	1 14.68%	5 22.29%	1 48.34%
I could not get through to my provider	24 8.62%	24 8.62%	1 13.92%	6 13.96%	3 12.46%	1 41.69%	3 7.39%	2 8.67%	3 8.20%	1 3.87%	3 9.59%	1 8.20%	- -	1 4.19%	- -
I did not know where to go/ who to complain to	19 6.82%	19 6.82%	1 5.94%	2 5.45%	3 14.45%	- -	2 4.95%	1 6.64%	4 12.69%	1 3.40%	2 6.48%	2 14.00%	- -	1 4.32%	- -
I/ someone else sorted the problem out	17 6.05%	17 6.05%	1 6.96%	- -	5 20.38%	1 46.39%	4 8.57%	1 6.92%	2 5.38%	- -	1 4.36%	- -	- -	2 8.45%	- -
Other (please specify)	18 6.24%	18 6.24%	- -	1 2.79%	- -	- -	4 8.22%	3 17.72%	4 13.10%	1 8.79%	2 5.20%	* 2.91%	- -	2 8.16%	* 17.99%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 75

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	305	302	48	13	25	1	59	35	80	20	3	5	3	1	158	23	66	13	52	60	163	54	99	188
Weighted base	284	281	48*	10**	20**	3**	52*	34**	78*	18**	2**	5**	3**	1**	150	24**	62*	11**	50*	50*	147	58*	79*	181
Effective base	217	215	33	9	20	1	43	23	57	16	2	5	3	1	116	17	48	10	38	45	114	41	71	138
It's not worth the hassle	112 39.44%	110 39.11%	13 28.06%	6 60.21%	10 51.41%	- -	15 28.64%	12 36.89%	35 45.11%	8 42.53%	1 25.28%	1 20.60%	3 100.00%	1 100.00%	54 36.16%	6 23.93%	22 35.90%	1 6.15%	24 47.51%	19 38.56%	66 44.89%	20 34.28%	37 46.15%	71 39.48%
The problem was resolved	100 35.20%	100 35.55%	12 25.12%	4 37.85%	6 29.07%	- -	25 48.17%b	13 40.02%	30 38.85%	5 25.73%	* 12.94%	1 15.64%	2 63.53%	- -	55 36.55%	6 25.61%	24 38.15%	7 63.43%	17 33.48%	13 25.41%	52 35.60%	29 49.97%Tt	25 31.79%	65 36.06%
They wouldn't do anything anyway	71 24.99%	70 24.92%	11 23.96%	2 16.49%	4 18.41%	3 100.00%	9 18.31%	12 34.78%	21 26.80%	4 19.72%	- -	1 15.64%	1 35.96%	- -	32 21.53%	4 15.36%	12 19.33%	3 22.67%	14 27.49%	14 28.43%	42 28.73%	9 15.54%	22 28.06%	39 21.54%
I didn't have the time	47 16.44%	45 15.99%	6 12.43%	1 8.45%	5 27.10%	- -	12 23.68%	4 11.85%	10 12.46%	3 15.03%	1 61.78%	1 26.05%	- -	- -	28 18.88%	4 17.81%	12 20.09%	1 6.34%	11 21.97%	10 19.39%	26 17.64%	10 16.77%	14 18.16%	30 16.80%
I could not get through to my provider	24 8.62%	24 8.70%	7 15.64%	- -	- -	- -	5 9.95%	3 7.75%	5 6.65%	3 15.99%	- -	- -	- -	- -	14 9.51%	6 23.87%	4 6.15%	- -	5 9.53%	4 7.39%	12 8.11%	6 10.45%	6 7.66%	17 9.31%
I did not know where to go/ who to complain to	19 6.82%	18 6.48%	5 10.31%	- -	- -	- -	2 4.61%	1 1.94%	5 6.55%	1 5.80%	- -	1 23.85%	1 27.57%	- -	7 4.44%	2 9.53%	2 2.77%	1 5.93%	2 4.04%	3 6.23%	10 7.13%	3 5.97%	7 8.55%	11 6.11%
I/ someone else sorted the problem out	17 6.05%	17 6.12%	6 12.56%f	- -	2 9.33%	- -	* 0.48%	1 1.73%	4 5.37%	2 8.76%	- -	- -	1 36.47%	- -	8 5.47%	5 21.53%	1 1.56%	1 5.27%	2 3.01%	6 12.15%v	8 5.48%	1 1.24%	6 7.76%	11 5.92%
Other (please specify)	18 6.24%	18 6.30%	5 10.44%	- -	1 4.13%	- -	4 8.23%	1 2.07%	5 6.64%	* 1.87%	- -	1 13.87%	- -	- -	10 6.59%	- -	6 9.62%	* 2.70%	4 7.29%	3 6.00%	8 5.34%	2 4.26%	7 8.20%	11 6.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 76

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	295	192	103	41	87	61	47	28	25	6	102	68	66	59	170	125	268	27
Weighted base	327	219	108*	48*	95*	71*	54*	25**	29**	5**	110*	77*	79*	61*	187	140*	293	34**
Effective base	227	147	81	32	70	46	34	21	21	5	78	54	53	43	132	96	208	20
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	124 38.00%	81 36.98%	43 40.06%	15 32.20%	39 41.16%	32 44.89%	26 48.27%	4 15.50%	6 18.98%	2 50.23%	46 42.06%	29 37.56%	25 31.83%	24 39.18%	75 40.21%	49 35.04%	108 36.87%	16 47.69%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	110 33.73%dp	69 31.40%	41 38.49%	14 28.29%	17 17.76%	27 38.42%d	18 32.51%	16 62.64%	17 57.61%	2 49.77%	37 33.43%	33 43.27%	21 26.45%	19 31.69%	70 37.47%	40 28.74%	92 31.55%	18 52.46%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	81 24.83%fk	60 27.19%	22 20.04%	16 34.40%f	34 35.83%Tf	22 31.39%f	5 8.72%	4 15.44%	- -	- -	33 29.76%k	10 13.39%	21 26.48%	17 28.19%	43 23.04%	38 27.23%	76 26.08%	5 14.12%
Dissatisfaction with customer service from a previous occasion or contact	61 18.78%	41 18.76%	20 18.82%	8 16.24%	21 22.05%	14 19.50%	12 22.21%	3 9.87%	4 15.08%	- -	18 16.73%	11 14.07%	17 21.06%	16 25.43%	29 15.64%	32 22.97%	58 19.81%	3 9.93%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 76

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	327	219	108*	48*	95*	71*	54*	25**	29**	5**	110*	77*	79*	61*	187	140*	293	34**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	60 18.40%f	44 19.89%	17 15.37%	9 19.77%	24 24.98%f	18 25.85%f	4 6.50%	4 15.98%	1 4.20%	- -	23 20.79%	10 12.78%	12 15.12%	16 25.39%	33 17.50%	27 19.60%	58 19.68%	3 7.43%
Something else (please specify)	14 4.37%jn	8 3.87%	6 5.40%	- -	- -	3 3.80%	5 8.85%d	2 7.64%	5 16.68%	- -	1 0.69%	3 3.46%	7 9.30%j	4 5.80%	3 1.83%	11 7.77%n	14 4.88%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 77

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	295	253	24	8	10	24	19	26	18	30	22	8	14	68	33	23	10	235	59
Weighted base	327	288	22**	9**	9**	22**	28**	30**	15**	38**	23**	9**	18**	78*	35**	22**	9**	257	70*
Effective base	227	196	18	7	8	18	15	22	14	23	16	7	11	56	25	16	8	181	45
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	124 38.00%	106 36.94%	9 40.05%	4 45.94%	5 60.08%	9 40.05%	15 54.67%	14 48.46%	5 34.66%	7 18.14%	14 61.33%	4 45.94%	8 43.42%	28 35.34%	9 24.33%	6 28.00%	5 60.08%	98 38.20%	26 37.53%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	110 33.73%	101 34.98%	5 25.53%	2 20.17%	2 26.89%	5 25.53%	7 23.91%	10 33.76%	4 28.72%	13 35.17%	7 31.50%	2 20.17%	12 62.92%	22 27.87%	13 37.14%	12 56.53%	2 26.89%	85 33.00%	25 35.94%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	81 24.83%	74 25.82%	4 17.33%	2 18.50%	1 17.18%	4 17.33%	5 19.01%	4 14.61%	5 30.70%	7 17.84%	3 14.92%	2 18.50%	7 39.50%	20 25.68%	15 41.26%	8 35.77%	1 17.18%	60 23.23%	22 30.95%
Dissatisfaction with customer service from a previous occasion or contact	61 18.78%	54 18.76%	3 14.75%	2 27.08%	2 20.72%	3 14.75%	5 18.71%	8 26.04%	2 16.29%	8 21.56%	5 20.16%	2 27.08%	2 12.17%	18 22.99%	5 13.11%	1 3.95%	2 20.72%	44 17.20%	17 24.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 77

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	327	288	22**	9**	9**	22**	28**	30**	15**	38**	23**	9**	18**	78*	35**	22**	9**	257	70*
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	60 18.40%	54 18.60%	5 21.46%	1 15.39%	1 7.18%	5 21.46%	4 14.49%	2 5.33%	2 15.31%	5 13.66%	5 20.02%	1 15.39%	1 7.36%	27 34.12%T	6 15.61%	2 10.09%	1 7.18%	41 15.97%	19 27.53%
Something else (please specify)	14 4.37%	13 4.63%	- -	- -	1 11.59%	- -	1 4.41%	2 5.99%	3 18.10%	1 2.42%	- -	- -	2 9.06%	2 2.45%	1 4.04%	2 7.49%	1 11.59%	13 4.92%	2 2.40%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 78

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	295	283	50	12	6	5	80	29	81	17	-	1	-	1
Weighted base	327	316	51*	16**	9**	7**	87*	32**	95*	16**	-**	1**	-**	1**
Effective base	227	218	41	10	5	4	58	24	62	14	-	1	-	1
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	124 38.00%	120 37.99%	21 41.35%	4 26.21%	5 60.52%	- -	39 44.22%	9 29.19%	34 35.61%	6 34.65%	- -	1 100.00%	- -	1 100.00%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	110 33.73%	106 33.57%	17 33.08%	3 17.17%	1 16.39%	3 47.73%	29 33.56%	13 39.98%	34 35.50%	6 36.59%	- -	- -	- -	- -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	81 24.83%h	80 25.40%h	12 23.00%	8 50.35%	4 39.60%	3 43.17%	20 23.28%	11 34.52%	15 15.27%	7 45.14%	- -	- -	- -	- -
Dissatisfaction with customer service from a previous occasion or contact	61 18.78%	59 18.77%	7 14.17%	4 27.34%	1 16.27%	1 18.74%	11 12.89%	9 26.86%	23 24.20%	2 13.82%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 78

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	327	316	51*	16**	9**	7**	87*	32**	95*	16**	-**	1**	-**	1**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	60 18.40%	60 18.90%	11 20.94%	5 32.72%	2 23.21%	1 17.42%	15 17.01%	7 22.77%	12 12.24%	7 42.67%	- -	- -	- -	- -
Something else (please specify)	14 4.37%	14 4.52%	2 3.45%	- -	- -	- -	6 6.37%	- -	7 7.35%	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 79

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	295	295	18	42	20	6	48	21	33	26	32	3	2	32	3
Weighted base	327	327	20**	47*	25**	6**	50*	26**	38**	36**	29**	3**	2**	34**	2**
Effective base	227	227	15	35	14	5	35	17	24	20	25	2	2	26	3
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	124 38.00%	124 38.00%	6 30.61%	23 50.24%	7 28.66%	3 45.50%	16 32.97%	7 28.44%	15 39.15%	18 49.55%	10 34.27%	- -	- -	12 35.15%	1 27.74%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	110 33.73%	110 33.73%	6 29.96%	9 19.95%	9 35.15%	2 35.16%	22 44.23%p	13 50.87%	12 31.28%	11 31.21%	10 34.84%	* 12.08%	1 64.33%	10 28.90%	* 21.93%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	81 24.83%	81 24.83%	10 48.70%	10 22.13%	4 17.42%	1 13.30%	11 22.67%	2 9.38%	11 29.52%	14 37.98%	7 23.59%	- -	- -	9 27.37%	1 50.33%
Dissatisfaction with customer service from a previous occasion or contact	61 18.78%	61 18.78%	5 23.46%	10 21.85%	7 26.83%	2 32.64%	8 16.01%	2 7.45%	6 14.65%	9 25.58%	6 21.42%	- -	- -	6 16.76%	1 27.74%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 79

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	327	327	20**	47*	25**	6**	50*	26**	38**	36**	29**	3**	2**	34**	2**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	60 18.40%	60 18.40%	3 15.60%	14 29.15%	5 18.61%	2 31.31%	6 11.40%	5 18.00%	8 22.09%	6 16.08%	7 23.40%	2 54.83%	- -	4 11.56%	- -
Something else (please specify)	14 4.37%	14 4.37%	1 4.85%	- -	1 3.75%	- -	2 4.90%	2 8.52%	1 2.02%	2 4.63%	- -	1 33.09%	1 35.67%	2 6.48%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 80

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	295	293	59	12	7	4	84	20	87	16	1	1	-	1	292	45	138	18	91	65	168	40	92	188
Weighted base	327	325	61*	13**	11**	4**	92*	21**	103*	16**	***	1**	-**	1**	324	48*	152	19**	106*	70*	177	53*	88*	218
Effective base	227	225	47	10	6	3	62	16	66	13	1	1	-	1	225	37	103	14	71	48	129	34	70	148
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	124 38.00%w	123 37.90%	26 42.08%	3 27.18%	3 31.33%	- -	40 43.12%	6 30.49%	34 33.18%	8 48.87%	- -	1 100.00%	- -	1 100.00%	123 37.85%	17 34.98%	65 42.84%	8 40.72%	33 31.49%	28 39.67%	64 36.50%	23 44.43%	24 27.42%	92 42.12%w
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	110 33.73%	109 33.61%	18 28.53%	- -	2 18.97%	- -	35 38.42%	7 31.75%	41 40.13%	6 36.87%	* 100.00%	- -	- -	- -	110 34.01%	17 36.18%	48 31.47%	7 35.74%	39 36.34%	23 33.03%	59 33.26%	20 37.88%	39 44.44%Tx	64 29.60%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	81 24.83%w	80 24.72%	17 27.10%	5 38.51%	4 36.27%	2 42.74%	27 29.44%	3 16.25%	17 16.99%	4 25.07%	- -	- -	- -	- -	80 24.78%	18 38.27%To	34 22.46%	4 20.36%	24 22.84%	19 27.49%	48 27.13%	12 21.91%	10 11.51%	65 29.69%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 80
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	327	325	61*	13**	11**	4**	92*	21**	103*	16**	***	1**	-**	1**	324	48*	152	19**	106*	70*	177	53*	88*	218
Dissatisfaction with customer service from a previous occasion or contact	61 18.78%	61 18.89%	10 16.82%	* 2.47%	1 13.43%	2 38.78%	16 17.33%	4 20.23%	22 21.28%	6 33.68%	- -	- -	- -	- -	61 18.83%	8 17.44%	24 16.17%	4 21.56%	24 22.77%	19 27.58%	31 17.48%	7 14.14%	19 21.63%	37 16.81%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	60 18.40%v	60 18.51%	14 22.20%	5 41.19%	2 19.16%	1 18.48%	11 11.66%	7 31.01%	18 17.71%	3 18.08%	- -	- -	- -	- -	60 18.55%	12 24.39%	24 15.64%	5 27.17%	20 18.55%	14 19.67%	37 20.87%v	3 5.64%	17 19.14%	43 19.55%
Something else (please specify)	14 4.37%	14 4.40%	2 2.85%	- -	- -	- -	6 6.04%	- -	7 6.78%	- -	- -	- -	- -	- -	14 4.41%	1 1.61%	8 4.99%	- -	6 5.62%	3 3.73%	7 3.85%	3 5.64%	7 8.03%	7 3.33%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 81

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	295	192	103	41	87	61	47	28	25	6	102	68	66	59	170	125	268	27
Weighted base	327	219	108*	48*	95*	71*	54*	25**	29**	5**	110*	77*	79*	61*	187	140*	293	34**
Effective base	227	147	81	32	70	46	34	21	21	5	78	54	53	43	132	96	208	20
NET: Yes	228 69.65%	154 70.11%	74 68.72%	34 71.03%	70 73.75%	55 78.43%	34 61.69%	13 51.11%	18 62.47%	4 77.72%	79 71.70%	49 64.45%	55 69.07%	45 73.25%	128 68.72%	99 70.90%	208 70.98%	20 58.23%
Yes - to my Pay TV provider	192 58.56%	123 56.15%	68 63.48%	30 62.16%	49 52.05%	44 62.20%	34 61.69%	13 51.11%	18 62.47%	4 77.72%	70 63.27%	44 57.85%	40 50.48%	38 61.41%	114 61.05%	77 55.25%	172 58.87%	19 55.94%
Yes - to Ofcom	51 15.70%bf	44 20.18%Tb	7 6.55%	8 17.39%f	25 26.83%Tf	16 23.36%f	- -	1 4.36%	- -	- -	19 16.91%	7 8.76%	17 21.54%	9 14.66%	25 13.57%	26 18.54%	51 17.52%T	- -
Yes - other (please specify)	3 0.95%	3 1.41%	- -	- -	- -	3 4.40%T	- -	- -	- -	- -	* 0.37%	1 1.01%	2 2.42%	- -	1 0.64%	2 1.37%	2 0.79%	1 2.28%
No	92 27.99%	61 27.98%	30 28.02%	13 27.16%	21 22.36%	14 19.32%	19 35.41%	12 48.89%	11 37.53%	1 22.28%	30 27.02%	26 33.99%	21 27.17%	14 23.27%	56 29.88%	36 25.47%	78 26.68%	13 39.23%
Don't know	8 2.36%	4 1.91%	4 3.26%	1 1.81%	4 3.89%	2 2.25%	2 2.90%	- -	- -	- -	1 1.28%	1 1.56%	3 3.76%	2 3.48%	3 1.40%	5 3.64%	7 2.34%	1 2.54%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 82

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	295	253	24	8	10	24	19	26	18	30	22	8	14	68	33	23	10	235	59
Weighted base	327	288	22**	9**	9**	22**	28**	30**	15**	38**	23**	9**	18**	78*	35**	22**	9**	257	70*
Effective base	227	196	18	7	8	18	15	22	14	23	16	7	11	56	25	16	8	181	45
NET: Yes	228 69.65%	200 69.50%	14 64.70%	6 68.74%	8 88.41%	14 64.70%	20 72.37%	16 55.63%	8 53.21%	15 40.25%	22 95.47%	6 68.74%	14 77.47%	61 78.50%	27 77.54%	15 67.60%	8 88.41%	179 69.54%	49 70.58%
Yes - to my Pay TV provider	192 58.56%	171 59.48%	11 51.14%	4 48.57%	5 57.24%	11 51.14%	20 72.37%	13 45.36%	7 45.00%	14 37.47%	20 86.70%	4 48.57%	14 73.48%	46 58.96%	23 65.60%	14 61.92%	5 57.24%	152 59.33%	39 56.16%
Yes - to Ofcom	51 15.70%	45 15.67%	3 13.56%	2 20.17%	1 17.18%	3 13.56%	2 8.94%	4 14.19%	1 8.21%	1 3.61%	2 8.77%	2 20.17%	3 15.33%	24 31.03%T	5 15.38%	1 5.68%	1 17.18%	37 14.56%	14 20.03%
Yes - other (please specify)	3 0.95%	2 0.67%	- -	- -	1 13.99%	- -	- -	- -	- -	- -	- -	- -	- -	2 2.45%	- -	- -	1 13.99%	3 1.21%	- -
No	92 27.99%	80 27.82%	8 35.30%	3 31.26%	1 11.59%	8 35.30%	7 24.52%	12 39.04%	7 46.79%	21 54.69%	1 4.53%	3 31.26%	4 19.56%	15 18.64%	8 22.46%	7 29.88%	1 11.59%	74 28.68%	17 24.92%
Don't know	8 2.36%	8 2.68%	- -	- -	- -	- -	1 3.11%	2 5.33%	- -	2 5.06%	- -	- -	1 2.97%	2 2.86%	- -	1 2.51%	- -	5 1.78%	3 4.51%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 83

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	295	283	50	12	6	5	80	29	81	17	-	1	-	1
Weighted base	327	316	51*	16**	9**	7**	87*	32**	95*	16**	-**	1**	-**	1**
Effective base	227	218	41	10	5	4	58	24	62	14	-	1	-	1
NET: Yes	228 69.65%	223 70.35%	31 61.03%	12 79.55%	8 93.82%	4 61.91%	68 78.21%	18 55.13%	65 68.94%	13 79.11%	- -	1 100.00%	- -	- -
Yes - to my Pay TV provider	192 58.56%	187 59.15%	27 53.63%	7 46.45%	5 61.17%	4 52.27%	54 61.24%	18 55.13%	59 62.31%	11 68.01%	- -	1 100.00%	- -	- -
Yes - to Ofcom	51 15.70%	50 15.95%h	7 13.73%	9 60.51%	3 32.66%	1 9.63%	17 19.88%	1 4.36%	8 8.43%	4 23.00%	- -	- -	- -	- -
Yes - other (please specify)	3 0.95%	3 0.98%	- -	- -	- -	- -	2 2.66%	- -	1 0.82%	- -	- -	- -	- -	- -
No	92 27.99%	87 27.39%	19 36.94%	3 20.45%	- -	3 38.09%	19 21.79%	13 38.88%	28 29.41%	1 8.14%	- -	- -	- -	1 100.00%
Don't know	8 2.36%	7 2.26%	1 2.04%	- -	1 6.18%	- -	- -	2 5.99%	2 1.66%	2 12.75%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 84

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	295	295	18	42	20	6	48	21	33	26	32	3	2	32	3
Weighted base	327	327	20**	47*	25**	6**	50*	26**	38**	36**	29**	3**	2**	34**	2**
Effective base	227	227	15	35	14	5	35	17	24	20	25	2	2	26	3
NET: Yes	228 69.65%	228 69.65%	13 64.06%	36 77.57%	15 60.94%	6 89.56%	41 82.22%	19 73.65%	25 65.20%	28 78.76%	15 52.20%	1 45.17%	1 35.67%	22 64.69%	1 49.67%
Yes - to my Pay TV provider	192 58.56%	192 58.56%	12 57.90%	34 72.64%	12 49.94%	5 76.81%	31 62.45%	17 63.36%	20 53.72%	24 66.23%	15 52.20%	1 45.17%	1 35.67%	14 41.84%	1 49.67%
Yes - to Ofcom	51 15.70%	51 15.70%	4 17.56%	4 7.56%	3 11.00%	1 12.76%	9 18.29%	3 10.30%	6 16.52%	10 26.81%	2 7.71%	- -	- -	11 31.50%	- -
Yes - other (please specify)	3 0.95%	3 0.95%	- -	1 1.67%	- -	- -	2 4.68%Tn	- -	- -	- -	- -	- -	- -	- -	- -
No	92 27.99%	92 27.99%	4 18.64%	10 22.43%	10 39.06%	1 10.44%	9 17.78%	7 26.35%	13 34.80%	8 21.24%	12 40.70%	- -	1 64.33%	12 35.31%	1 50.33%
Don't know	8 2.36%	8 2.36%	4 17.30%	- -	- -	- -	- -	- -	- -	- -	2 7.11%	2 54.83%	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 85

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	295	293	59	12	7	4	84	20	87	16	1	1	-	1	292	45	138	18	91	65	168	40	92	188
Weighted base	327	325	61*	13**	11**	4**	92*	21**	103*	16**	***	1**	-**	1**	324	48*	152	19**	106*	70*	177	53*	88*	218
Effective base	227	225	47	10	6	3	62	16	66	13	1	1	-	1	225	37	103	14	71	48	129	34	70	148
NET: Yes	228 69.65%	226 69.48%	36 59.44%	10 80.82%	9 88.26%	2 38.78%	70 75.40%	10 49.37%	73 70.79%	13 78.77%	* 100.00%	1 100.00%	- -	- -	225 69.50%	29 60.98%	114 74.99%	9 48.11%	74 69.32%	50 70.52%	126 71.63%	38 72.67%	63 72.19%	155 71.05%
Yes - to my Pay TV provider	192 58.56%p	190 58.59%	30 48.95%	8 64.15%	7 67.60%	2 38.78%	54 58.07%	10 49.37%	66 63.67%	12 70.69%	* 100.00%	1 100.00%	- -	- -	190 58.58%p	19 40.37%	97 64.15%p	8 44.24%	65 61.37%p	39 55.08%	106 60.30%	37 71.07%	56 63.32%	131 60.10%
Yes - to Ofcom	51 15.70%	50 15.53%	10 15.59%	4 33.11%	2 20.66%	- -	19 20.12%	1 6.70%	12 11.38%	3 17.06%	- -	- -	- -	- -	50 15.56%	12 24.21%	22 14.52%	3 17.33%	14 12.87%	20 28.33%T uv	23 13.27%	5 9.50%	14 15.46%	31 14.07%
Yes - other (please specify)	3 0.95%	3 0.95%	- -	- -	- -	- -	2 2.52%	- -	1 0.76%	- -	- -	- -	- -	- -	3 0.96%	- -	2 1.54%	- -	1 0.73%	- -	1 0.67%	- -	- -	3 1.42%
No	92 27.99%	92 28.15%	22 35.72%	2 19.18%	1 11.74%	3 61.22%	22 23.66%	10 47.99%	27 26.51%	3 17.90%	- -	- -	- -	1 100.00%	91 28.12%	17 35.69%	35 23.36%	10 51.89%	29 27.25%	21 29.48%	46 26.30%	14 27.33%	23 26.19%	59 27.20%
Don't know	8 2.36%	8 2.37%	3 4.84%	- -	- -	- -	1 0.94%	1 2.64%	3 2.69%	1 3.33%	- -	- -	- -	- -	8 2.38%	2 3.33%	2 1.64%	- -	4 3.42%	- -	4 2.07%	- -	1 1.62%	4 1.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 86

Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	85	56	29	9	20	15	15	13	11	2	28	24	18	15	52	33	75	10
Weighted base	92*	61*	30**	13**	21**	14**	19**	12**	11**	1**	30**	26**	21**	14**	56*	36**	78*	13**
Effective base	65	43	22	7	15	13	11	10	9	2	20	20	14	12	40	25	57	8
I didn't have the time	26 28.60%	24 38.85%T	2 7.74%	- -	8 38.54%	5 38.41%	6 31.99%	6 49.44%	- -	* 45.58%	4 14.27%	14 52.70%	5 25.40%	3 19.24%	18 32.21%	8 22.94%	20 25.53%	6 46.56%
It's not worth the hassle	26 28.17%	13 20.73%	13 43.33%	4 27.92%	4 17.50%	2 18.18%	7 34.11%	4 32.74%	5 44.19%	* 45.58%	9 29.65%	6 24.79%	4 18.63%	6 45.66%	15 27.38%	10 29.41%	22 27.86%	4 29.99%
The problem resolved itself	26 27.95%	17 28.37%	8 27.10%	6 47.51%	5 25.94%	2 12.97%	2 9.70%	6 47.56%	4 39.87%	- -	11 35.30%	4 16.63%	8 36.86%	3 19.91%	15 26.58%	11 30.10%	22 28.48%	3 24.85%
They wouldn't do anything anyway	13 14.74%	8 13.28%	5 17.71%	2 18.41%	4 18.34%	* 3.36%	5 27.23%	1 7.95%	1 4.77%	- -	5 16.35%	1 3.06%	7 30.54%	1 8.96%	6 10.14%	8 21.93%	12 15.76%	1 8.76%
I/ someone else sorted the problem out	9 9.94%	8 12.48%	1 4.77%	- -	3 12.89%	3 25.44%	3 15.07%	- -	- -	- -	4 13.31%	3 13.20%	1 6.71%	* 1.76%	7 13.26%	2 4.74%	9 11.64%	- -
I could not get through to my provider	4 4.77%	3 4.88%	1 4.54%	1 10.51%	1 2.63%	- -	1 6.29%	- -	1 11.17%	- -	- -	2 6.84%	1 5.64%	1 9.62%	2 3.19%	3 7.23%	4 5.58%	- -
I did not know where to go/ who to complain to	3 3.43%	2 3.61%	1 3.06%	- -	2 7.67%	- -	1 4.80%	- -	- -	1 54.42%	1 4.65%	1 2.13%	- -	1 8.45%	2 3.47%	1 3.37%	3 4.02%	- -
Other (please specify)	2 2.48%	1 1.73%	1 4.00%	- -	- -	1 5.61%	- -	1 7.90%	1 4.77%	- -	1 2.57%	1 2.61%	1 3.84%	- -	1 2.59%	1 2.31%	2 2.03%	1 5.10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 87

Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	85	75	7	2	1	7	5	11	7	14	1	2	4	16	10	7	1	68	16
Weighted base	92*	80*	8**	3**	1**	8**	7**	12**	7**	21**	1**	3**	4**	15**	8**	7**	1**	74*	17**
Effective base	65	57	5	2	1	5	5	9	5	11	1	2	3	13	9	4	1	53	12
I didn't have the time	26 28.60%	20 24.76%	5 61.27%	2 59.18%	- -	5 61.27%	3 37.49%	5 42.46%	5 74.38%	3 15.66%	- -	2 59.18%	* 11.11%	1 9.64%	2 21.81%	* 4.54%	- -	25 34.32%T	1 5.15%
It's not worth the hassle	26 28.17%	22 27.00%	3 39.39%	1 40.82%	- -	3 39.39%	- -	4 32.30%	1 17.70%	4 20.33%	- -	1 40.82%	3 70.05%	5 31.67%	4 50.22%	1 19.25%	- -	23 31.08%	3 16.66%
The problem resolved itself	26 27.95%q	25 31.24%	1 7.44%	- -	- -	1 7.44%	3 44.52%	4 36.79%	* 3.53%	4 17.50%	1 100.00%	- -	- -	7 44.77%	2 19.35%	5 71.74%	- -	16 21.84%	9 51.79%
They wouldn't do anything anyway	13 14.74%	11 13.45%	1 7.45%	1 40.82%	1 100.00%	1 7.45%	- -	1 9.26%	2 25.62%	3 16.53%	- -	1 40.82%	* 11.11%	3 17.86%	* 5.79%	1 14.71%	1 100.00%	11 15.27%	2 12.91%
I/ someone else sorted the problem out	9 9.94%	9 11.36%	- -	- -	- -	- -	- -	1 10.49%	* 3.53%	4 20.52%	- -	- -	- -	2 15.48%	1 13.79%	- -	- -	7 9.81%	2 10.79%
I could not get through to my provider	4 4.77%	4 5.45%	- -	- -	- -	- -	1 17.99%	- -	- -	1 6.54%	- -	- -	- -	1 8.31%	1 7.02%	- -	- -	2 3.31%	2 11.10%
I did not know where to go/ who to complain to	3 3.43%	3 3.92%	- -	- -	- -	- -	- -	1 9.26%	- -	1 2.91%	- -	- -	- -	* 2.16%	1 7.02%	1 9.01%	- -	3 3.51%	1 3.21%
Other (please specify)	2 2.48%	2 2.83%	- -	- -	- -	- -	- -	1 6.63%	1 7.42%	- -	- -	- -	1 18.85%	- -	- -	* 4.54%	- -	2 3.08%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 88
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	85	81	20	4	-	1	19	12	22	2	-	-	-	1
Weighted base	92*	87*	19**	3**	-**	3**	19**	13**	28**	1**	-**	-**	-**	1**
Effective base	65	62	16	3	-	1	12	10	18	2	-	-	-	1
I didn't have the time	26 28.60%	25 28.28%	7 35.32%	1 36.55%	- -	- -	8 44.06%	1 11.59%	7 24.65%	- -	- -	- -	- -	- -
It's not worth the hassle	26 28.17%	24 27.95%	5 27.45%	1 28.69%	- -	- -	3 13.68%	3 22.90%	12 41.22%	- -	- -	- -	- -	1 100.00%
The problem resolved itself	26 27.95%	24 27.64%	2 9.25%	- -	- -	3 100.00%	2 9.56%	7 58.25%	10 34.52%	1 54.42%	- -	- -	- -	- -
They wouldn't do anything anyway	13 14.74%	13 15.10%	4 21.68%	1 24.86%	- -	- -	4 22.20%	1 4.51%	2 5.97%	1 45.58%	- -	- -	- -	1 100.00%
I/ someone else sorted the problem out	9 9.94%	9 10.49%	2 10.28%	- -	- -	- -	3 16.07%	1 9.63%	3 10.38%	- -	- -	- -	- -	- -
I could not get through to my provider	4 4.77%	4 5.03%	- -	- -	- -	- -	1 2.92%	- -	4 13.62%	- -	- -	- -	- -	- -
I did not know where to go/ who to complain to	3 3.43%	3 3.62%	1 5.70%	* 9.90%	- -	- -	1 6.03%	- -	1 2.18%	- -	- -	- -	- -	- -
Other (please specify)	2 2.48%	2 2.62%	1 7.72%	- -	- -	- -	1 2.75%	* 2.38%	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 89

Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	85	85	4	11	6	1	11	6	11	5	12	-	1	12	1
Weighted base	92*	92*	4**	10**	10**	1**	9**	7**	13**	8**	12**	-**	1**	12**	1**
Effective base	65	65	4	10	5	1	6	5	8	5	9	-	1	9	1
I didn't have the time	26 28.60%	26 28.60%	2 46.59%	4 38.47%	3 30.80%	- -	1 8.99%	- -	5 40.35%	1 16.32%	4 35.07%	- -	1 100.00%	5 38.72%	- -
It's not worth the hassle	26 28.17%	26 28.17%	- -	3 30.80%	3 34.50%	1 100.00%	2 20.71%	1 12.41%	4 28.61%	4 53.69%	4 32.98%	- -	- -	1 9.06%	- -
The problem resolved itself	26 27.95%	26 27.95%	- -	3 24.45%	3 28.36%	- -	2 21.19%	3 36.92%	2 11.64%	4 46.31%	7 63.25%	- -	- -	3 27.57%	- -
They wouldn't do anything anyway	13 14.74%	13 14.74%	2 53.41%	1 7.57%	- -	- -	2 17.77%	- -	5 36.42%	- -	3 22.60%	- -	- -	1 8.86%	- -
I/ someone else sorted the problem out	9 9.94%	9 9.94%	- -	- -	- -	- -	3 39.28%	1 13.09%	- -	- -	- -	- -	- -	2 20.27%	1 100.00%
I could not get through to my provider	4 4.77%	4 4.77%	- -	- -	- -	- -	- -	3 37.58%	- -	- -	1 10.24%	- -	- -	1 4.62%	- -
I did not know where to go/ who to complain to	3 3.43%	3 3.43%	- -	* 3.02%	1 6.34%	- -	1 6.70%	- -	- -	- -	- -	- -	- -	2 13.48%	- -
Other (please specify)	2 2.48%	2 2.48%	- -	1 6.52%	- -	- -	1 9.31%	- -	1 5.81%	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 90

Q.17 Why didn't you make a complaint about your pay TV service or supplier?

Base: All who didn't complain about pay TV provider

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	85	85	22	3	1	2	22	10	21	3	-	-	-	1	84	15	36	9	24	18	49	12	26	52
Weighted base	92*	92*	22**	2**	1**	3**	22**	10**	27**	3**	-**	-**	-**	1**	91*	17**	35**	10**	29**	21**	46*	14**	23**	59*
Effective base	65	65	18	2	1	2	15	8	17	2	-	-	-	1	65	12	25	7	21	15	37	9	21	40
I didn't have the time	26 28.60%	26 28.60%	7 31.30%	1 37.62%	1 100.00%	- -	4 20.20%	4 38.07%	9 32.60%	- -	- -	- -	- -	- -	26 28.70%	7 40.02%	8 23.60%	4 38.77%	7 24.86%	7 32.44%	13 27.09%	4 31.16%	6 24.76%	19 32.42%
It's not worth the hassle	26 28.17%	26 28.17%	6 27.64%	- -	- -	- -	4 17.13%	3 28.56%	12 43.78%	- -	- -	- -	- -	1 100.00%	26 28.27%	3 17.40%	8 21.86%	1 8.75%	14 49.14%	5 25.23%	13 28.67%	2 16.40%	7 31.48%	19 31.31%
The problem resolved itself	26 27.95%x	26 27.95%	3 15.77%	- -	- -	2 69.82%	8 34.40%	4 36.33%	7 24.88%	2 79.60%	- -	- -	- -	- -	26 28.05%	3 19.75%	7 19.77%	5 55.50%	10 33.66%	3 15.27%	16 35.08%	3 23.90%	8 33.41%	11 18.58%
They wouldn't do anything anyway	13 14.74%	13 14.74%	3 13.65%	- -	- -	1 30.18%	6 26.12%	1 5.62%	2 6.12%	1 20.40%	- -	- -	- -	1 100.00%	13 14.79%	1 6.12%	9 26.63%	1 5.73%	2 8.49%	4 18.86%	8 17.67%	1 9.50%	2 8.57%	11 18.11%
I/ someone else sorted the problem out	9 9.94%	9 9.94%	2 8.79%	1 49.50%	- -	- -	3 14.03%	- -	3 10.63%	- -	- -	- -	- -	- -	9 9.97%	1 8.19%	8 21.77%	- -	- -	- -	5 11.06%	4 27.50%	1 5.27%	8 12.76%
I could not get through to my provider	4 4.77%	4 4.77%	1 6.24%	- -	- -	- -	1 2.55%	- -	2 8.93%	- -	- -	- -	- -	- -	4 4.78%	- -	1 1.57%	- -	4 13.14%	1 6.59%	3 6.45%	- -	3 11.30%	2 2.98%
I did not know where to go/ who to complain to	3 3.43%	3 3.43%	- -	* 12.88%	- -	- -	2 10.17%	- -	1 2.23%	- -	- -	- -	- -	- -	3 3.10%	- -	2 6.27%	- -	1 2.10%	1 5.79%	2 4.18%	- -	2 6.60%	2 2.74%
Other (please specify)	2 2.48%	2 2.48%	1 6.60%	- -	- -	- -	1 2.40%	* 2.97%	- -	- -	- -	- -	- -	- -	2 2.49%	1 8.52%	1 1.48%	* 3.02%	- -	- -	2 3.24%	1 5.31%	1 2.28%	2 2.94%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 154
Q.19a What is your gender?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Female	3241 50.87%agjp	5 0.17%	3234 99.78%Ta	472 53.73%eg	567 53.29%eg	473 47.91%	550 50.22%	422 46.02%	550 54.70%Teg	206 48.82%	786 45.38%	978 54.44%Tjl	647 50.04%j	829 53.56%j	1765 49.99%	1476 51.96%	2575 50.08%	665 54.16%Tp
Male	3102 48.68%bhkq	3095 99.59%Tb	6 0.20%	398 45.30%	484 45.52%	510 51.71%cdh	545 49.71%	494 53.88%Tcdh	455 45.24%	215 50.89%	935 53.95%Tklm	813 45.26%	640 49.52%k	713 46.07%	1748 49.53%	1354 47.64%	2548 49.54%Tq	554 45.10%
Prefer to use my own term	25 0.39%b	8 0.24%b	1 0.02%	8 0.94%Tfgh	10 0.92%Tfgh	3 0.35%	1 0.06%	1 0.10%	1 0.06%	1 0.29%	12 0.67%k	3 0.17%	5 0.41%	5 0.33%	15 0.41%	10 0.36%	18 0.36%	7 0.55%
Prefer not to say	3 0.05%p	- -	- -	* 0.03%	3 0.27%T	* 0.03%	- -	- -	- -	- -	- -	2 0.13%	* 0.02%	1 0.05%	2 0.07%	1 0.04%	1 0.02%	2 0.19%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 155
Q.19a What is your gender?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Female	3241 50.87%b e	2760 51.62%Tb	242 45.50%	147 48.50%	93 48.53%	242 45.50%	115 45.50%	360 51.08%	278 53.49%e	298 53.63%e	244 53.35%e	147 48.50%	326 54.45%ef	406 48.32%	465 53.30%e	268 49.17%	93 48.53%	2771 50.72%	439 51.67%
Male	3102 48.68%a	2563 47.94%	288 54.18%Ta	153 50.45%	98 51.47%	288 54.18%Thi jln	137 53.97%l	340 48.26%	241 46.38%	254 45.59%	213 46.65%	153 50.45%	271 45.17%	430 51.15%	402 46.18%	275 50.60%	98 51.47%	2673 48.93%	404 47.62%
Prefer to use my own term	25 0.39%	20 0.38%	2 0.32%	3 1.06%	- -	2 0.32%	1 0.40%	5 0.66%	1 0.13%	4 0.77%	- -	3 1.06%l	- -	4 0.47%	5 0.52%	1 0.18%	- -	19 0.35%	6 0.70%
Prefer not to say	3 0.05%q	3 0.06%	- -	- -	- -	- -	* 0.12%	- -	- -	- -	- -	- -	2 0.39%T	1 0.07%	- -	* 0.04%	- -	* *	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 156
Q.19a What is your gender?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Female	3241 50.87%i	2653 50.28%i	624 48.42%	128 51.83%	182 49.39%	25 60.99%	568 50.95%i	282 51.34%	540 52.52%i	143 43.34%	18 70.31%	52 52.08%	21 41.90%	21 79.79%
Male	3102 48.68%	2603 49.32%	658 51.08%	119 48.17%	184 49.93%	16 37.45%	546 49.00%	261 47.50%	485 47.09%	187 56.66%Tafgh	7 27.06%	48 47.92%	30 58.10%	5 20.21%
Prefer to use my own term	25 0.39%	18 0.35%	4 0.32%	- -	3 0.68%f	1 1.56%	- -	6 1.16%Taf	4 0.39%	- -	1 2.63%	- -	- -	- -
Prefer not to say	3 0.05%	3 0.05%	2 0.18%	- -	- -	- -	1 0.05%	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 157
Q.19a What is your gender?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Female	3241 50.87%o	3216 51.02%o	95 40.80%	598 53.53%oA	228 53.50%oA	21 41.80%	538 52.09%oA	320 58.25%Tnosuv wzA	287 47.95%	215 49.24%	370 48.60%	69 54.09%o	66 55.79%oA	208 49.65%	41 39.82%
Male	3102 48.68%t	3060 48.54%t	137 58.92%Tnpqst xy	513 45.95%	194 45.45%	29 58.20%	494 47.82%t	228 41.41%	308 51.40%t	218 49.97%t	390 51.18%t	58 45.91%	51 43.29%	209 49.91%t	62 60.18%Tnpqsty
Prefer to use my own term	25 0.39%	25 0.40%	1 0.28%	3 0.26%	4 1.05%s	- -	1 0.09%	2 0.35%	4 0.65%	3 0.80%	2 0.22%	- -	1 0.92%	2 0.44%	- -
Prefer not to say	3 0.05%n	3 0.05%	- -	3 0.26%Tn	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 158
Q.19a What is your gender?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Female	3241 50.87%opv	3094 50.90%	634 48.88%	151 53.38%	207 50.13%	23 73.02%	657 52.57%	298 49.16%	706 51.67%	183 49.41%	22 63.91%	59 51.77%	28 47.53%	25 88.69%	1680 48.92%p	178 40.73%	915 48.62%p	86 50.28%	487 53.64%opq	607 55.22%Tuv	1722 50.74%v	593 45.54%	1049 52.13%	2087 50.83%
Male	3102 48.68%t	2959 48.67%	656 50.54%	132 46.42%	202 48.81%	8 24.93%	591 47.28%	303 50.09%	656 48.03%	187 50.42%	12 34.07%	55 48.23%	31 52.47%	3 11.31%	1741 50.69%Ts	259 59.27%Toqrs	962 51.11%Ts	80 46.95%	417 45.94%	486 44.22%	1664 49.02%t	704 54.07%Ttu	944 46.90%	2015 49.07%
Prefer to use my own term	25 0.39%qux	23 0.38%	5 0.41%	- -	4 1.06%f	1 2.05%	2 0.15%	5 0.75%	4 0.28%	1 0.17%	1 2.02%	- -	- -	- -	11 0.31%q	- -	2 0.11%	5 2.77%Topqs	4 0.42%	5 0.48%	8 0.24%	5 0.39%	20 0.97%Tx	4 0.09%
Prefer not to say	3 0.05%	3 0.05%	2 0.18%	1 0.20%	- -	- -	- -	- -	* 0.02%	- -	- -	- -	- -	- -	3 0.08%	- -	3 0.15%	- -	- -	1 0.08%	- -	- -	- -	1 0.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 159

Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Yes	6191	3026	3164	832	1017	957	1080	901	989	416	1694	1746	1249	1503	3440	2751	4991	1201
	97.18%cd	97.35%	97.60%	94.64%	95.57%	96.96%c	98.57%Tcde	98.21%cd	98.27%Tcd	98.64%cd	97.74%	97.21%	96.56%	97.04%	97.47%	96.82%	97.05%	97.72%
No	59	30	13	22	22	12	*	1	-	1	13	16	18	12	29	30	48	11
	0.92%bfgh	0.95%b	0.41%	2.53%Tfghi	2.09%Tfghi	1.20%fgh	0.03%	0.10%	-	0.29%	0.75%	0.91%	1.39%	0.75%	0.83%	1.04%	0.93%	0.89%
Prefer not to say	121	53	65	25	25	18	15	16	17	5	26	34	27	34	60	61	104	17
	1.90%	1.70%	1.99%	2.84%	2.34%	1.84%	1.40%	1.69%	1.73%	1.07%	1.51%	1.88%	2.06%	2.21%	1.70%	2.14%	2.02%	1.39%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 160

Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Yes	6191 97.18%m	5199 97.26%	509 95.77%	296 97.79%	187 98.04%	509 95.77%	248 97.91%	678 96.26%	511 98.38%em	540 97.16%	448 98.04%m	296 97.79%	589 98.24%em	798 95.00%	848 97.33%m	538 98.90%Tegm	187 98.04%	5356 98.05%T	822 96.79%
No	59 0.92%oq	52 0.97%	4 0.66%	3 1.06%	- -	4 0.66%	2 0.60%	10 1.40%o	7 1.27%o	4 0.67%	4 0.88%	3 1.06%	2 0.30%	20 2.39%Teilno	4 0.47%	* 0.07%	- -	44 0.80%	15 1.76%Tq
Prefer not to say	121 1.90%hq	95 1.77%	19 3.57%Ta	3 1.15%	4 1.96%	19 3.57%Thjo	4 1.49%	16 2.34%h	2 0.35%	12 2.18%h	5 1.08%	3 1.15%	9 1.46%	22 2.61%h	19 2.20%h	6 1.03%	4 1.96%	63 1.15%	12 1.45%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 161
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Yes	6191 97.18%	5128 97.18%	1261 97.87%	242 98.16%	357 96.76%	36 86.10%	1081 96.95%	536 97.52%	998 97.02%	319 96.53%	25 95.85%	97 97.45%	51 99.07%	26 100.00%
No	59 0.92%	47 0.89%	7 0.55%	- -	8 2.09%Tabh	5 12.34%	11 0.96%	5 0.96%	6 0.61%	4 1.14%	- -	- -	- -	- -
Prefer not to say	121 1.90%	102 1.94%	20 1.58%	5 1.84%	4 1.15%	1 1.56%	23 2.09%	8 1.51%	24 2.37%	8 2.34%	1 4.15%	3 2.55%	* 0.93%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 162

Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Yes	6191 97.18%u	6126 97.19%u	229 98.43%	1088 97.43%	409 95.98%	48 96.65%	1009 97.72%u	531 96.58%	572 95.60%	421 96.62%	752 98.71%Tnqtuvy	126 99.15%	113 95.89%	408 97.49%	99 97.01%
No	59 0.92%	59 0.93%	3 1.19%	8 0.73%	7 1.60%	2 3.35%sw	5 0.50%	5 0.90%	7 1.25%	6 1.42%	3 0.46%	- -	1 0.92%	8 1.97%sw	- -
Prefer not to say	121 1.90%w	118 1.88%w	1 0.39%	21 1.84%	10 2.42%	- -	18 1.78%	14 2.52%wz	19 3.16%nowz	9 1.96%	6 0.83%	1 0.85%	4 3.19%wz	2 0.54%	3 2.99%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 163

Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Yes	6191 97.18%	5919 97.35%T	1271 97.90%	277 97.64%	399 96.54%	31 97.95%	1219 97.49%	590 97.40%	1325 96.94%	364 97.99%	33 96.81%	112 99.21%	58 99.19%	28 100.00%	3347 97.46%	430 98.46%	1841 97.77%	163 95.73%	877 96.62%	1058 96.24%	3326 98.00%Tt	1279 98.20%Tt	1949 96.81%	4062 98.92%Tw
No	59 0.92%aux	52 0.86%	7 0.51%	1 0.41%	8 1.97%ab	- -	10 0.78%	7 1.17%	13 0.94%	3 0.73%	- -	- -	- -	- -	32 0.93%	3 0.73%	13 0.68%	4 2.07%	13 1.39%	18 1.63%Tuv	22 0.66%	7 0.57%	37 1.86%Tx	18 0.43%
Prefer not to say	121 1.90%auwx	109 1.79%	21 1.59%	6 1.95%	6 1.49%	1 2.05%	22 1.72%	9 1.44%	29 2.12%	5 1.28%	1 3.19%	1 0.79%	* 0.81%	- -	55 1.61%	4 0.81%	29 1.55%	4 2.21%	18 1.99%	23 2.13%	46 1.34%	16 1.23%	27 1.33%x	27 0.65%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 164
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Any	2013 31.60%cdjln	948 30.50%	1051 32.41%	245 27.83%	258 24.28%	285 28.82%d	362 33.08%cd	315 34.38%cde	358 35.61%Tcde	190 44.96%Tcdefgh	441 25.43%	547 30.43%jl	334 25.83%	692 44.69%Tjkl	987 27.97%	1026 36.11%Tn	1602 31.14%	412 33.52%
Hearing? Poor hearing, partial hearing, or are deaf	389 6.10%bcdef	231 7.43%Tb	158 4.88%	35 3.93%	28 2.66%	39 3.91%	40 3.62%	61 6.68%cdef	105 10.44%Tcdefg	81 19.32%Tcdefgh	105 6.03%	99 5.49%	83 6.44%	103 6.62%	203 5.75%	186 6.54%	297 5.78%	92 7.47%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	300 4.71%d	162 5.22%	136 4.18%	69 7.80%Tdefgh	34 3.23%	47 4.80%	42 3.87%	38 4.17%	44 4.40%	25 5.88%d	81 4.70%	95 5.28%	52 3.99%	72 4.66%	176 5.00%	124 4.36%	241 4.68%	60 4.85%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	559 8.77%acdejkln	237 7.63%	319 9.84%Ta	17 1.97%	33 3.15%	63 6.36%cd	116 10.58%cde	102 11.10%Tcde	142 14.16%Tcdef	85 20.19%Tcdefgh	104 5.99%	113 6.32%	71 5.52%	270 17.47%Tjkl	217 6.15%	342 12.03%Tn	438 8.52%	121 9.85%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	213 3.34%cdejkn	98 3.14%	114 3.53%	11 1.29%	11 1.01%	21 2.14%	47 4.29%cde	47 5.17%Tcde	46 4.58%Tcde	29 6.87%Tcde	39 2.23%	41 2.31%	31 2.38%	102 6.58%Tjkl	80 2.27%	133 4.67%Tn	161 3.13%	52 4.21%
Breathing? Breathlessness or chest pains	333 5.23%cdejkn	161 5.19%	167 5.14%	18 2.06%	26 2.42%	32 3.23%	51 4.63%cd	58 6.35%cde	90 8.95%Tcdef	58 13.79%Tcdefgh	66 3.82%	74 4.11%	53 4.07%	140 9.06%Tjkl	140 3.97%	193 6.79%Tn	267 5.19%	66 5.36%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 164
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	202 3.17%hikln	91 2.92%	106 3.28%	27 3.10%h	38 3.58%hi	39 3.99%hi	51 4.67%Thi	28 3.06%h	13 1.27%	5 1.26%	47 2.70%	36 2.02%	28 2.14%	91 5.90%Tjkl	83 2.35%	119 4.19%Tn	167 3.25%	35 2.84%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	191 3.00%hil	93 2.99%	87 2.67%	49 5.57%Tfghi	53 5.01%Tfghi	39 3.95%ghi	29 2.69%hi	19 2.05%hi	2 0.16%	- -	49 2.85%l	56 3.12%l	18 1.41%	68 4.37%Tjl	105 2.98%	86 3.02%	159 3.09%	32 2.61%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	821 12.89%ahij ln	321 10.33%	487 15.01%Ta	117 13.29%hi	168 15.81%Thi	141 14.33%hi	206 18.81%Tceg hi	119 12.93%hi	63 6.30%i	7 1.63%	148 8.55%	213 11.83%jl	115 8.92%	345 22.30%Tjkl	361 10.22%	461 16.21%Tn	677 13.17%	144 11.76%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	550 8.64%acdjk lnp	233 7.50%	316 9.75%Ta	31 3.56%	37 3.47%	73 7.43%cd	134 12.20%Tcde	129 14.09%Tcde h	101 10.08%cd	45 10.58%cd	103 5.96%	120 6.66%	77 5.98%	250 16.16%Tjkl	223 6.32%	328 11.53%Tn	423 8.23%	127 10.36%Tp
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4106 64.45%imo	2015 64.83%	2087 64.39%	577 65.67%i	743 69.88%Tfgh i	653 66.12%i	687 62.69%i	581 63.35%i	635 63.13%i	229 54.43%	1243 71.73%Tkm	1176 65.47%m	899 69.54%Tkm	788 50.86%	2419 68.54%To	1687 59.36%	3325 64.65%	782 63.61%
Don't know	70 1.10%bghi	49 1.57%Tb	21 0.66%	16 1.84%ghi	24 2.28%Tfghi	19 1.88%Tghi	10 0.88%gh	1 0.09%	1 0.06%	- -	20 1.14%	24 1.35%	9 0.66%	18 1.14%	44 1.24%	26 0.92%	64 1.24%	6 0.53%
Prefer not to say	181 2.85%hijn	96 3.10%	82 2.54%	41 4.66%Tghi	38 3.55%hi	31 3.18%hi	37 3.34%hi	20 2.18%	12 1.20%	3 0.61%	30 1.71%	50 2.76%	51 3.96%Tj	51 3.30%j	79 2.24%	102 3.60%Tn	153 2.97%	29 2.34%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 165

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Any	2013 31.60%imr	1680 31.42%	191 35.86%d	92 30.36%	51 26.78%	191 35.86%imop	105 41.54%Tgikmnop	232 32.92%im	173 33.27%im	148 26.58%	163 35.60%im	92 30.36%	211 35.13%im	210 24.96%	281 32.24%m	158 29.00%	51 26.78%	1839 33.67%Tr	169 19.89%
Hearing? Poor hearing, partial hearing, or are deaf	389 6.10%mr	332 6.20%	27 5.02%	17 5.52%	14 7.32%	27 5.02%	18 7.22%m	42 6.01%	26 4.96%	26 4.73%	41 8.91%Tehim	17 5.52%	42 7.04%m	31 3.70%	76 8.73%Tehimo	29 5.30%	14 7.32%	358 6.55%Tr	31 3.66%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	300 4.71%n	250 4.67%	24 4.46%	19 6.14%	8 4.12%	24 4.46%	13 5.13%	52 7.37%Thmno	21 4.00%	30 5.38%n	27 5.93%n	19 6.14%n	29 4.90%	37 4.35%	25 2.82%	17 3.07%	8 4.12%	254 4.65%	46 5.40%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	559 8.77%agr	448 8.39%	73 13.70%Tacd	25 8.22%	13 6.69%	73 13.70%Tgiklmnop	36 14.18%Tgimnop	44 6.31%	53 10.23%g	40 7.12%	45 9.88%	25 8.22%	54 8.97%	58 6.86%	77 8.82%	42 7.70%	13 6.69%	531 9.72%Tr	27 3.22%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	213 3.34%r	174 3.26%	15 2.85%	13 4.29%	10 5.32%	15 2.85%	19 7.62%Tegilmo	18 2.50%	26 5.08%Tgilmo	14 2.49%	17 3.67%	13 4.29%	12 1.98%	22 2.65%	36 4.13%	10 1.90%	10 5.32%lo	206 3.78%Tr	6 0.69%
Breathing? Breathlessness or chest pains	333 5.23%ir	272 5.10%	26 4.81%	22 7.36%	13 6.64%	26 4.81%	25 9.93%Teghijmno	36 5.15%	28 5.40%	16 2.93%	24 5.26%	22 7.36%i	37 6.19%i	42 4.95%	39 4.42%	25 4.66%	13 6.64%i	314 5.75%Tr	19 2.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 165
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	202 3.17%o	163 3.05%	21 3.98%	13 4.39%	5 2.38%	21 3.98%o	12 4.82%o	27 3.89%o	21 4.02%o	11 2.05%	15 3.28%	13 4.39%o	14 2.25%	28 3.38%	26 3.00%	8 1.52%	5 2.38%	178 3.26%	24 2.78%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	191 3.00%	165 3.08%	11 2.05%	15 4.81%d	1 0.54%	11 2.05%	4 1.68%	28 3.95%p	18 3.44%	13 2.31%	11 2.51%	15 4.81%p	19 3.18%	27 3.27%	31 3.55%	13 2.36%	1 0.54%	165 3.02%	23 2.76%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	821 12.89%mr	686 12.82%	87 16.31%Td	33 10.86%	16 8.63%	87 16.31%Tmop	49 19.20%Tgiklmop	87 12.39%	75 14.43%m	65 11.73%	69 15.12%m	33 10.86%	77 12.78%	85 10.15%	118 13.55%	60 11.07%	16 8.63%	748 13.70%Tr	71 8.38%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	550 8.64%ir	452 8.45%	53 9.88%	27 8.92%	19 10.10%	53 9.88%i	34 13.29%Tghim	51 7.26%	37 7.07%	33 5.92%	46 10.03%i	27 8.92%	62 10.42%im	57 6.81%	79 9.09%	52 9.65%i	19 10.10%	522 9.55%Tr	28 3.35%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4106 64.45%fq	3447 64.48%	321 60.49%	200 66.02%	138 72.07%b	321 60.49%	142 55.83%	452 64.12%f	321 61.88%	383 68.79%Tefhjl	281 61.45%	200 66.02%f	371 61.93%	579 68.87%Tefhjln	551 63.18%	368 67.73%ef	138 72.07%efhjln	3474 63.61%	622 73.27%Tq
Don't know	70 1.10%q	67 1.25%T	1 0.19%	2 0.74%	* 0.14%	1 0.19%	3 1.10%	8 1.10%	13 2.49%Tejl	7 1.19%	1 0.23%	2 0.74%	3 0.52%	9 1.03%	14 1.62%e	10 1.76%ej	* 0.14%	47 0.86%	23 2.76%Tq
Prefer not to say	181 2.85%q	153 2.85%	18 3.45%	9 2.88%	2 1.01%	18 3.45%	4 1.53%	13 1.86%	12 2.36%	19 3.44%	12 2.71%	9 2.88%	15 2.42%	43 5.14%Tfghlop	26 2.97%	8 1.51%	2 1.01%	102 1.87%	35 4.08%q

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 166
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Any	2013 31.60%	1668 31.60%	412 31.99%	64 26.11%	128 34.71%	22 51.71%	338 30.31%	182 33.20%	330 32.08%	100 30.23%	8 31.54%	30 30.40%	14 26.52%	11 41.69%
Hearing? Poor hearing, partial hearing, or are deaf	389 6.10%	349 6.61%T	84 6.55%	17 6.82%	32 8.59%k	4 8.55%	65 5.80%	42 7.63%k	59 5.69%	33 9.95%Tafhk	1 2.37%	1 1.41%	3 6.69%	4 16.60%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	300 4.71%d	256 4.85%d	54 4.19%	18 7.23%d	8 2.27%	10 24.72%	63 5.61%d	29 5.35%d	47 4.60%	18 5.43%	2 8.83%	3 3.45%	- -	1 4.79%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	559 8.77%	489 9.27%Tc	111 8.64%	12 4.79%	38 10.35%c	4 9.23%	109 9.79%c	48 8.67%	108 10.51%c	34 10.16%	2 7.08%	10 10.09%	4 7.81%	1 2.07%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	213 3.34%	188 3.57%	41 3.18%	2 1.00%	13 3.63%	1 2.42%	38 3.38%	22 4.02%	46 4.48%c	15 4.42%c	1 5.13%	1 1.21%	1 2.49%	- -
Breathing? Breathlessness or chest pains	333 5.23%	291 5.51%	60 4.66%	14 5.69%	14 3.73%	1 1.31%	61 5.47%	35 6.43%	78 7.61%Tabdi	11 3.40%	3 10.46%	6 6.16%	3 6.31%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 166

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	202 3.17%i	159 3.02%	33 2.52%	14 5.70%abfi	9 2.43%	* 0.91%	30 2.67%	19 3.37%	44 4.23%ai	3 0.96%	1 5.13%	2 1.71%	- -	- -
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	191 3.00%a	144 2.73%	33 2.59%	8 3.24%	12 3.28%	7 15.79%	28 2.48%	11 2.09%	29 2.82%	7 2.24%	1 5.13%	2 2.40%	1 1.89%	3 10.42%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	821 12.89%a	622 11.79%	165 12.82%	22 9.12%	43 11.62%	4 10.31%	127 11.43%	64 11.62%	127 12.37%	33 9.84%	4 15.87%	12 12.40%	2 4.02%	4 16.87%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	550 8.64%i	449 8.51%i	124 9.65%i	15 6.01%	31 8.26%	1 1.26%	90 8.10%	47 8.58%	95 9.25%i	15 4.69%	3 11.90%	9 8.90%	1 2.84%	3 11.35%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4106 64.45%	3409 64.60%	843 65.37%	169 68.85%	229 62.10%	17 41.76%	735 65.89%	342 62.26%	651 63.29%	218 65.96%	13 51.37%	69 68.77%	36 69.65%	15 58.31%
Don't know	70 1.10%a	51 0.96%	10 0.80%	6 2.40%i	3 0.72%	3 6.54%	8 0.73%	4 0.72%	10 0.97%	- -	4 15.57%	- -	- -	- -
Prefer not to say	181 2.85%b	150 2.83%b	24 1.85%	7 2.64%	9 2.47%	- -	34 3.06%	21 3.83%b	38 3.66%b	13 3.80%	* 1.52%	1 0.83%	2 3.83%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 167
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Any	2013 31.60%	1992 31.59%	81 34.93%	337 30.20%	150 35.22%	12 24.21%	312 30.25%	180 32.67%	185 30.86%	161 37.06%Tnpsw	223 29.25%	46 36.05%	38 32.00%	145 34.73%	36 34.70%
Hearing? Poor hearing, partial hearing, or are deaf	389 6.10%	385 6.11%	23 9.83%Tnpuz	60 5.39%	25 5.90%	1 2.86%	65 6.33%	45 8.28%u	25 4.17%	28 6.49%	46 6.09%	6 4.44%	7 6.26%	21 4.93%	12 11.77%Tnpuz
Eyesight? Poor vision, colour blindness, partial sight, or are blind	300 4.71%	296 4.69%	17 7.25%y	66 5.88%	21 4.95%	3 7.01%	41 3.96%	31 5.61%	27 4.54%	23 5.35%	30 3.92%	7 5.29%	2 1.37%	22 5.21%	2 1.57%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	559 8.77%	552 8.75%	29 12.32%	86 7.73%	44 10.32%	3 5.85%	81 7.89%	46 8.35%	48 8.03%	50 11.53%p	68 8.98%	10 7.85%	10 8.48%	49 11.78%ps	7 6.78%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	213 3.34%	212 3.36%	11 4.64%	32 2.86%	17 3.94%	3 5.59%	32 3.11%	14 2.52%	14 2.40%	22 5.11%	25 3.28%	2 1.42%	5 3.97%	20 4.85%	7 6.38%
Breathing? Breathlessness or chest pains	333 5.23%	327 5.18%	16 6.95%	54 4.86%	17 3.87%	- -	50 4.86%	38 6.84%	24 3.94%	29 6.73%	41 5.40%	2 1.91%	3 2.28%	27 6.56%	12 11.45%Tnpqrsuwxy

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 167

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	202 3.17%	201 3.19%	11 4.84%x	36 3.24%	14 3.24%	* 0.59%	41 3.99%	11 1.92%	25 4.19%x	15 3.38%	22 2.95%	- -	1 0.92%	12 2.90%	4 3.67%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	191 3.00%t	188 2.98%	7 2.89%	34 3.03%	20 4.73%t	1 2.78%	26 2.49%	8 1.39%	22 3.60%t	20 4.64%t	22 2.83%	3 2.47%	1 1.25%	11 2.65%	4 3.95%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	821 12.89%	817 12.96%	26 11.33%	131 11.71%	62 14.62%	6 11.19%	120 11.63%	62 11.30%	85 14.28%	62 14.19%	95 12.49%	20 16.00%	18 15.40%	72 17.31%Tnpst	22 21.16%Tnopstw
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	550 8.64%	545 8.65%	22 9.53%	105 9.36%	34 7.95%	3 7.00%	84 8.11%	42 7.66%	52 8.75%	38 8.67%	52 6.76%	14 11.01%	11 9.66%	44 10.46%	15 14.26%w
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4106 64.45%	4071 64.58%	144 61.74%	731 65.42%	262 61.35%	37 75.79%	685 66.39%z	356 64.76%	380 63.42%	263 60.45%	514 67.45%vz	79 61.96%	75 63.44%	250 59.81%	62 60.88%
Don't know	70 1.10%n	65 1.02%	2 1.05%	21 1.84%Tntvw	3 0.81%	- -	15 1.45%	1 0.23%	6 1.06%	1 0.13%	4 0.46%	1 0.46%	- -	10 2.42%Tntvw	* 0.44%
Prefer not to say	181 2.85%	176 2.80%	5 2.27%	28 2.54%	11 2.61%	- -	20 1.91%	13 2.35%	28 4.67%Tnps	10 2.36%	22 2.84%	2 1.54%	5 4.56%	13 3.05%	4 3.99%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

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Absolutes/col percents

Table 168

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Any	2013 31.60%cvx	1937 31.86%c	419 32.28%c	66 23.14%	151 36.48%c	13 41.57%	391 31.28%c	194 31.98%c	440 32.19%c	117 31.49%c	12 34.38%	37 33.12%	17 28.82%	10 36.00%	1085 31.58%	124 28.41%	565 30.02%	63 36.82%	317 34.95%opq	434 39.53%Tuv	1130 33.29%Tv	287 22.06%	2013 100.00%Tx	- -
Hearing? Poor hearing, partial hearing, or are deaf	389 6.10%cvx	378 6.22%c	75 5.81%	8 2.83%	39 9.35%Tabcfhk	3 8.89%	72 5.79%	46 7.67%c	74 5.38%	37 9.86%Tabcfhk	1 1.82%	3 2.74%	5 9.01%c	2 7.87%	218 6.35%	28 6.46%	116 6.17%	13 7.45%	59 6.53%	78 7.06%v	229 6.74%Tv	55 4.21%	389 19.32%Tx	- -
Eyesight? Poor vision, colour blindness, partial sight, or are blind	300 4.71%x	290 4.77%	62 4.76%	12 4.17%	14 3.32%	6 20.06%	75 5.97%	27 4.48%	60 4.36%	24 6.54%	2 5.84%	6 5.23%	1 0.89%	- -	191 5.57%T	29 6.56%	93 4.95%	14 8.41%T	50 5.52%	73 6.60%Tuv	146 4.29%	50 3.81%	300 14.90%Tx	- -
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	559 8.77%vx	540 8.88%	111 8.56%	15 5.32%	42 10.24%c	4 14.03%	118 9.40%	52 8.63%	123 8.98%	32 8.69%	2 7.19%	11 9.77%	4 6.46%	1 4.30%	317 9.24%	32 7.32%	168 8.91%	17 10.10%	99 10.87%	128 11.64%Tv	342 10.09%Tv	57 4.38%	559 27.76%Tx	- -
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	213 3.34%qvx	211 3.47%T	39 2.97%	5 1.76%	16 3.78%	1 1.71%	37 2.95%	24 4.02%	59 4.28%	17 4.60%	2 5.70%	1 1.07%	1 2.18%	- -	112 3.27%q	14 3.22%	47 2.50%	6 3.49%	45 4.94%Toq	48 4.35%v	132 3.88%Tv	24 1.84%	213 10.57%Tx	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 168

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Breathing? Breathlessness or chest pains	333 5.23%vx	324 5.33%	61 4.68%	10 3.47%	17 4.23%	1 1.71%	64 5.09%	38 6.35%	92 6.71%Ta	14 3.73%	3 8.04%	7 6.30%	5 8.36%	- -	190 5.53%	15 3.50%	92 4.86%	13 7.36%	68 7.49%To pq	72 6.52%v	193 5.68%v	43 3.30%	333 16.54%Tx	- -
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	202 3.17%vx	189 3.11%	31 2.40%	9 3.32%	11 2.69%	1 4.36%	38 3.05%	14 2.28%	59 4.29%Ta b	9 2.48%	2 5.70%	2 2.04%	1 1.21%	1 2.32%	114 3.32%	12 2.65%	55 2.95%	7 4.34%	40 4.36%	55 4.96%Tu v	100 2.93%	23 1.74%	202 10.04%Tx	- -
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	191 3.00%ux	178 2.92%	35 2.70%	10 3.68%	15 3.61%	2 5.92%	36 2.87%	13 2.10%	37 2.73%	13 3.53%	1 3.94%	3 2.66%	2 2.86%	3 12.25%	100 2.91%	7 1.60%	51 2.73%	10 6.02%To pq	30 3.31%	51 4.60%Tu v	86 2.54%	29 2.20%	191 9.49%Tx	- -
Your mental health? Anxiety, depression, or trauma-related conditions, for example	821 12.89%v x	789 12.98%	167 12.85%	31 10.86%	51 12.44%	4 11.21%	161 12.85%	73 12.07%	189 13.84%	41 11.00%	8 23.28%	14 12.15%	3 5.62%	6 20.29%	419 12.20%	46 10.59%	225 11.97%	16 9.60%	124 13.61%	202 18.37%T uv	435 12.80%v	111 8.53%	821 40.80%Tx	- -
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	550 8.64%vx	537 8.83%T	120 9.24%	19 6.62%	34 8.31%	- -	109 8.71%	52 8.62%	128 9.35%	22 5.85%	4 10.90%	11 9.78%	3 5.21%	2 8.58%	306 8.90%	29 6.62%	165 8.79%	16 9.29%	90 9.91%	113 10.28%v	328 9.67%Tv	69 5.31%	550 27.34%Tx	- -
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4106 64.45%t w	3920 64.48%	852 65.60%	204 71.76%T adgh	249 60.28%	16 50.20%	810 64.80%	384 63.50%	871 63.69%	245 66.17%	18 52.49%	74 65.50%	39 66.74%	18 64.00%	2214 64.45%r s	304 69.66%T ors	1240 65.86%r s	96 56.40%	555 61.12%	614 55.91%	2185 64.38%t	986 75.70%Ttu	- -	4106 100.00%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 168
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Don't know	70 1.10%ab uvwx	57 0.94%b	3 0.25%	7 2.51%ab gi	3 0.64%	1 2.48%	16 1.24%b	4 0.65%	16 1.14%b	1 0.33%	4 11.96%	- -	- -	- -	36 1.06%	3 0.67%	21 1.10%	4 2.07%	6 0.67%	21 1.88%Tu v	23 0.69%	5 0.35%	- -	- -
Prefer not to say	181 2.85%ab uwx	165 2.72%	24 1.87%	7 2.59%	11 2.61%	2 5.74%	33 2.68%	23 3.88%b	41 2.98%	7 2.01%	* 1.17%	2 1.39%	3 4.44%	- -	100 2.91%	6 1.26%	57 3.02%	8 4.71%p	30 3.26%	29 2.68%	56 1.64%	25 1.89%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 169

Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Up to £199 per week / Up to £10,399 per year	498 7.81%djkln	226 7.29%	270 8.33%	73 8.34%d	52 4.93%	66 6.67%	104 9.52%de	82 8.93%d	92 9.18%d	28 6.56%	53 3.04%	94 5.21%j	53 4.07%	299 19.31%Tjkl	146 4.14%	352 12.37%Tn	417 8.10%	81 6.59%
From £200 to £299 per week / From £10,400 to £15,599 per year	685 10.75%adejl n	288 9.27%	395 12.18%Ta	79 9.01%	76 7.16%	69 7.00%	110 10.06%de	110 11.98%de	168 16.71%Tcde fg	72 17.14%Tcdef g	97 5.61%	187 10.44%jl	95 7.32%	305 19.73%Tjkl	285 8.07%	400 14.08%Tn	535 10.40%	150 12.21%
From £300 to £499 per week / From £15,600 to £25,999 per year	1504 23.61%cdjl	713 22.94%	786 24.26%	109 12.36%	209 19.65%c	222 22.49%c	242 22.13%c	275 29.98%Tcde f	296 29.42%Tcde f	151 35.86%Tcde fh	327 18.86%	503 28.02%Tjl	251 19.37%	424 27.36%Tjl	830 23.52%	674 23.72%	1216 23.64%	289 23.50%
From £500 to £699 per week / From £26,000 to £36,399 per year	1546 24.27%bcmo	811 26.08%Tb	733 22.60%	125 14.16%	265 24.92%c	280 28.35%Tc	275 25.07%c	227 24.80%c	271 26.96%c	103 24.53%c	475 27.44%Tm	470 26.15%m	328 25.33%m	274 17.66%	945 26.78%To	601 21.15%	1234 24.00%	312 25.42%
From £700 to £999 per week / From £36,400 to £51,999 per year	880 13.81%himo	437 14.04%	442 13.64%	120 13.69%hi	191 17.97%Tcgh i	178 18.02%Tcgh i	173 15.80%ghi	110 11.94%hi	81 8.08%	26 6.23%	301 17.38%Tkm	229 12.75%m	263 20.32%Tkm	87 5.60%	530 15.02%To	349 12.30%	733 14.25%	147 11.96%
£1,000 per week and above / £52,000 per year and above	683 10.71%bghi kmo	384 12.36%Tb	297 9.16%	176 20.03%Tefg hi	173 16.23%Tefg hi	121 12.30%ghi	124 11.31%ghi	61 6.64%hi	21 2.13%	6 1.44%	329 18.98%Tklm	157 8.74%m	179 13.82%Tkm	18 1.16%	486 13.77%To	197 6.92%	545 10.60%	137 11.19%
Don't know	216 3.39%aefgh i	87 2.80%	124 3.82%	103 11.73%Tdefg hi	45 4.22%efghi	19 1.88%	20 1.82%	13 1.45%	14 1.40%	2 0.43%	46 2.63%	75 4.16%j	43 3.30%	53 3.41%	120 3.41%	95 3.36%	177 3.45%	38 3.13%
Prefer not to say	360 5.65%ek	162 5.23%	195 6.01%	94 10.70%Tdefg h	52 4.92%	33 3.30%	47 4.30%	39 4.28%	62 6.12%e	33 7.82%efg	105 6.05%	82 4.55%	84 6.47%k	89 5.77%	187 5.29%	173 6.09%	286 5.57%	74 5.99%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 170

Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Up to £199 per week / Up to £10,399 per year	498 7.81%dp	433 8.09%d	36 6.82%	23 7.76%d	5 2.82%	36 6.82%	28 10.89%op	60 8.52%p	50 9.64%op	65 11.65%Tejm nop	30 6.56%	23 7.76%p	47 7.78%p	57 6.72%	66 7.59%p	31 5.68%	5 2.82%	415 7.60%	74 8.70%
From £200 to £299 per week / From £10,400 to £15,599 per year	685 10.75%c kq	586 10.96%	65 12.27%c	21 6.88%	13 6.86%	65 12.27%k	30 11.73%	70 10.00%	61 11.68%	47 8.48%	63 13.88%iknp	21 6.88%	60 10.05%	106 12.67%ikp	83 9.55%	64 11.82%k	13 6.86%	568 10.39%	111 13.13%q
From £300 to £499 per week / From £15,600 to £25,999 per year	1504 23.61%d mpr	1271 23.78%d	124 23.37%	79 26.10%d	30 15.68%	124 23.37%	59 23.36%	180 25.53%mp	140 27.05%imp	114 20.46%	136 29.65%Tim nop	79 26.10%p	160 26.65%imp	170 20.17%	192 22.06%	121 22.19%	30 15.68%	1331 24.37%Tr	164 19.29%
From £500 to £699 per week / From £26,000 to £36,399 per year	1546 24.27%r	1316 24.61%	126 23.73%	71 23.31%	34 17.69%	126 23.73%	71 28.07%p	169 24.01%	128 24.74%	136 24.46%	105 22.87%	71 23.31%	157 26.27%p	183 21.76%	211 24.17%	155 28.58%Tmp	34 17.69%	1372 25.11%Tr	168 19.76%
From £700 to £999 per week / From £36,400 to £51,999 per year	880 13.81%	725 13.55%	76 14.37%	44 14.58%	35 18.12%	76 14.37%	29 11.24%	86 12.18%	60 11.52%	105 18.87%Tfg hjlm	55 11.96%	44 14.58%	66 10.99%	117 13.97%	132 15.13%	76 13.93%	35 18.12%hl	760 13.92%	116 13.61%
£1,000 per week and above / £52,000 per year and above	683 10.71%ah ij	530 9.91%	58 10.99%	35 11.63%	59 30.83%Tab c	58 10.99%hij	20 7.95%	60 8.55%	30 5.82%	39 6.94%	30 6.45%	35 11.63%hij	60 9.98%h	127 15.15%Tfg hijlo	116 13.27%Tghi jo	49 8.93%	59 30.83%Tef ghijklmno	571 10.46%	107 12.64%
Don't know	216 3.39%q	188 3.52%	11 1.98%	12 4.05%	5 2.64%	11 1.98%	6 2.27%	40 5.65%Tehn	12 2.26%	19 3.34%	19 4.10%	12 4.05%	22 3.62%	33 3.95%	19 2.23%	19 3.50%	5 2.64%	155 2.83%	54 6.31%Tq
Prefer not to say	360 5.65%q	298 5.57%	34 6.47%	17 5.68%	10 5.36%	34 6.47%	11 4.48%	39 5.57%	38 7.30%	32 5.80%	21 4.53%	17 5.68%	28 4.67%	47 5.60%	52 6.00%	29 5.37%	10 5.36%	291 5.33%	56 6.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 171

Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Up to £199 per week / Up to £10,399 per year	498 7.81%af	390 7.39%f	82 6.37%	26 10.41%f	30 8.08%	8 19.91%	62 5.60%	62 11.23%Tabfh	69 6.69%	26 7.85%	1 4.71%	9 8.58%	5 8.89%	* 1.25%
From £200 to £299 per week / From £10,400 to £15,599 per year	685 10.75%	583 11.04%	147 11.40%	30 12.19%	44 11.96%	8 18.37%	113 10.09%	73 13.29%hi	96 9.31%	26 8.01%	4 17.15%	16 16.31%i	10 19.26%hi	3 10.57%
From £300 to £499 per week / From £15,600 to £25,999 per year	1504 23.61%	1278 24.22%Th	304 23.59%	53 21.58%	124 33.66%Tabcfhi k	7 15.76%	264 23.67%	159 28.95%Tabfh	217 21.10%	75 22.60%	9 34.59%	18 18.28%	15 29.36%	7 27.86%
From £500 to £699 per week / From £26,000 to £36,399 per year	1546 24.27%	1323 25.06%T	348 27.02%Tg	59 24.01%	80 21.75%	7 15.93%	282 25.26%	118 21.48%	273 26.50%	95 28.82%gk	7 28.66%	17 16.81%	10 19.64%	11 43.33%
From £700 to £999 per week / From £36,400 to £51,999 per year	880 13.81%	739 14.01%	172 13.32%	30 12.28%	50 13.60%	5 11.79%	173 15.48%g	61 11.20%	157 15.26%	42 12.58%	4 14.89%	20 20.40%gl	3 5.57%	2 8.19%
£1,000 per week and above / £52,000 per year and above	683 10.71%dg	554 10.49%dg	133 10.36%dg	19 7.87%	22 5.97%	2 5.75%	134 12.05%dg	35 6.36%	137 13.31%Tadg	44 13.18%dg	- -	13 12.75%	3 5.45%	- -
Don't know	216 3.39%abd	127 2.40%	31 2.38%	9 3.72%d	3 0.78%	2 5.98%	29 2.58%	17 3.09%d	23 2.20%	9 2.68%	- -	1 0.53%	1 2.44%	2 8.80%
Prefer not to say	360 5.65%	284 5.39%	72 5.56%	20 7.93%	16 4.21%	3 6.50%	59 5.26%	24 4.41%	58 5.64%	14 4.29%	- -	6 6.35%	5 9.39%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 172

Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Up to £199 per week / Up to £10,399 per year	498 7.81%	488 7.75%	15 6.35%	82 7.33%	45 10.57%vz	3 5.46%	90 8.76%	37 6.76%	42 7.06%	26 5.91%	65 8.55%	8 6.22%	7 6.25%	25 5.88%	9 9.23%
From £200 to £299 per week / From £10,400 to £15,599 per year	685 10.75%	677 10.74%	34 14.69%s	113 10.14%	54 12.65%	7 13.37%	95 9.25%	70 12.80%	61 10.22%	40 9.28%	81 10.62%	11 8.88%	14 11.52%	47 11.13%	11 10.85%
From £300 to £499 per week / From £15,600 to £25,999 per year	1504 23.61%	1492 23.68%	59 25.34%	254 22.76%	120 28.07%sw	14 28.94%	219 21.18%	157 28.55%Tnpsw	152 25.36%	108 24.71%	161 21.21%	27 21.44%	23 19.15%	97 23.27%	27 26.04%
From £500 to £699 per week / From £26,000 to £36,399 per year	1546 24.27%q	1532 24.31%q	58 25.13%	263 23.58%	82 19.33%	6 12.35%	269 26.09%q	135 24.61%	137 22.90%	119 27.26%q	191 25.05%	38 29.72%q	32 27.10%	102 24.47%	24 23.59%
From £700 to £999 per week / From £36,400 to £51,999 per year	880 13.81%	875 13.87%	22 9.31%	164 14.70%	49 11.48%	13 26.67%Tnoqtu vA	160 15.53%ot	61 11.13%	79 13.21%	55 12.70%	110 14.42%	20 15.36%	16 13.62%	73 17.45%oqt	10 9.91%
£1,000 per week and above / £52,000 per year and above	683 10.71%t	681 10.81%t	25 10.60%	134 12.02%t	40 9.49%	4 7.91%	112 10.87%	40 7.26%	68 11.34%t	51 11.64%	88 11.56%t	14 10.65%	24 20.15%Tnopqs tuvwzA	43 10.31%	9 8.74%
Don't know	216 3.39%n	209 3.31%	10 4.21%y	45 4.05%y	8 1.84%	3 5.30%y	26 2.47%	14 2.49%	18 3.04%	19 4.25%y	23 2.98%	5 3.97%	- -	11 2.53%	6 5.41%y
Prefer not to say	360 5.65%n	349 5.53%	10 4.37%	61 5.42%	28 6.57%	- -	60 5.85%	35 6.40%	41 6.88%	19 4.25%	43 5.61%	5 3.77%	3 2.22%	21 4.97%	6 6.23%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 173

Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Up to £199 per week / Up to £10,399 per year	498 7.81%ab foquvx	448 7.36%bf	76 5.84%	39 13.64%Ta bdfh	34 8.12%	1 2.23%	65 5.17%	67 11.10%Ta bfh	99 7.27%	31 8.22%	3 7.62%	11 9.81%	4 6.60%	* 1.19%	233 6.79%	26 6.02%	115 6.12%	31 18.02%To pqs	57 6.28%	498 45.30%Tuv	- -	- -	250 12.40%Tx	232 5.65%
From £200 to £299 per week / From £10,400 to £15,599 per year	685 10.75%o qvx	645 10.60%	140 10.80%	36 12.60%	45 10.85%	10 31.64%	114 9.15%	70 11.56%	123 9.00%	49 13.09%h	5 14.70%	19 16.43%f h	12 20.59%T abdfh	3 10.07%	324 9.43%	37 8.53%	162 8.59%	25 14.89%o pq	96 10.55%	129 11.72%v	556 16.38%Ttv	- -	297 14.73%Tx	363 8.83%
From £300 to £499 per week / From £15,600 to £25,999 per year	1504 23.61%k ovx	1457 23.97%T k	308 23.69%	62 21.97%	139 33.69%T abcfhik	6 18.62%	294 23.50%	169 28.00%T ahik	298 21.79%	71 19.05%	10 29.03%	16 14.59%	16 28.32%k	8 28.88%	765 22.26%	104 23.85%	414 22.00%	36 20.85%	199 21.93%	297 27.00%T v	1208 35.59%Ttv	- -	565 28.04%T x	890 21.68%
From £500 to £699 per week / From £26,000 to £36,399 per year	1546 24.27%t vw	1504 24.74%T	342 26.38%k	64 22.72%	98 23.69%	7 21.64%	324 25.93%	139 22.90%	343 25.09%	87 23.38%	9 27.07%	19 16.48%	12 20.16%	9 33.35%	886 25.78%T r	130 29.90%T	489 25.99%	32 18.77%	228 25.13%	114 10.37%	1171 34.51%T tv	261 20.03%t	433 21.51%	1076 26.20%Tw
From £700 to £999 per week / From £36,400 to £51,999 per year	880 13.81%t w	856 14.09%T g	172 13.22%	32 11.35%	50 12.21%	4 13.93%	194 15.53%g	67 11.01%	218 15.94%T g	50 13.61%	5 14.88%	23 20.29%cg l	4 7.36%	4 16.24%	531 15.47%T	57 12.96%	302 16.07%T	22 12.98%	144 15.83%	62 5.61%	459 13.52%t	359 27.58%Tt u	167 8.28%	697 16.98%Tw
£1,000 per week and above / £52,000 per year and above	683 10.71%d gtuw	666 10.95%T dg	138 10.62%dg	22 7.60%	24 5.70%	- -	153 12.25%dg	40 6.56%	178 13.01%T acdg	63 17.03%Ta bcdfg	2 5.86%	17 15.37%cd g	5 9.11%	- -	441 12.83%T r	56 12.85%	257 13.65%Tr	12 7.21%	112 12.30%	- -	- -	683 52.39%Tt u	141 7.00%	528 12.86%Tw
Don't know	216 3.39%ao tuvx	180 2.97%	40 3.09%	8 2.65%	8 2.05%	* 1.19%	39 3.10%	22 3.69%	41 2.97%	8 2.28%	- -	2 1.42%	2 3.58%	3 10.28%	97 2.83%	10 2.19%	53 2.83%	6 3.30%	29 3.19%	- -	- -	- -	76 3.80%	114 2.77%
Prefer not to say	360 5.65%ao tuvwx	324 5.33%	82 6.35%	21 7.46%i	15 3.69%	3 10.76%	67 5.38%	31 5.18%	68 4.94%	12 3.34%	* 0.84%	6 5.60%	2 4.28%	- -	158 4.61%	16 3.69%	89 4.75%	7 3.98%	43 4.78%	- -	- -	- -	85 4.23%	207 5.03%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 174

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Any	1772 27.82%chjk ln	837 26.94%	925 28.55%	195 22.16%	307 28.87%ch	340 34.47%Tcdg hi	364 33.21%Tcgh i	249 27.11%ch	212 21.07%	106 25.04%	328 18.92%	393 21.89%	266 20.54%	785 50.73%Tjkl	721 20.43%	1051 36.99%Tn	1463 28.44%	310 25.21%
Personal Independence Payment (PIP)	634 9.95%cdijk lnp	286 9.19%	343 10.59%	29 3.35%	69 6.48%ci	114 11.57%cdi	167 15.24%Tcde hi	143 15.54%Tcde hi	102 10.10%cdi	10 2.40%	89 5.12%	127 7.09%j	88 6.81%	330 21.29%Tjkl	216 6.12%	418 14.70%Tn	488 9.50%	145 11.82%Tp
Universal Credit (and household has other earnings)	432 6.78%ghijn	196 6.31%	234 7.23%	68 7.70%ghi	126 11.81%Tcfg hi	110 11.14%Tcfgh i	80 7.32%ghi	37 4.00%hi	11 1.14%	1 0.12%	80 4.62%	124 6.93%j	72 5.58%	155 10.04%Tjkl	204 5.79%	228 8.01%Tn	362 7.03%	70 5.73%
Employment and Support Allowance (ESA)	328 5.15%chijk ln	179 5.76%	148 4.56%	23 2.66%i	43 4.00%hi	54 5.51%chi	103 9.41%Tcdeh i	85 9.24%Tcdeh i	18 1.81%	2 0.44%	51 2.94%	45 2.49%	27 2.06%	206 13.31%Tjkl	96 2.71%	233 8.19%Tn	266 5.17%	63 5.09%
Carer's allowance	289 4.53%chjkn	126 4.06%	161 4.97%	22 2.52%	46 4.30%h	66 6.68%Tcdhi	69 6.32%Tch	52 5.63%ch	19 1.87%	15 3.63%	45 2.58%	59 3.30%	47 3.67%	137 8.87%Tjkl	104 2.95%	185 6.51%Tn	235 4.58%	53 4.35%
Pensions Credit (Guaranteed Credit)	250 3.93%fgjkl n	128 4.13%	122 3.76%	37 4.23%fg	33 3.12%fg	33 3.34%fg	12 1.14%	14 1.51%	73 7.24%Tcde fg	48 11.34%Tcdef gh	50 2.88%	49 2.73%	30 2.34%	121 7.83%Tjkl	99 2.80%	151 5.33%Tn	211 4.11%	39 3.16%
Other	245 3.84%acgn	102 3.27%	142 4.37%	14 1.65%	28 2.64%	40 4.09%c	51 4.62%cdg	22 2.36%	49 4.88%cdg	41 9.62%Tcdef gh	53 3.04%	61 3.41%	40 3.08%	91 5.89%Tjkl	114 3.23%	131 4.61%Tn	207 4.02%	38 3.11%
Income Support	171 2.68%bghq	100 3.20%Tb	71 2.19%	48 5.47%Tfghi	44 4.16%Tfghi	42 4.22%Tfghi	19 1.73%h	7 0.76%	6 0.57%	5 1.25%	44 2.52%	39 2.18%	26 2.00%	62 4.02%Tjkl	83 2.35%	88 3.10%	161 3.13%Tq	10 0.79%
Universal Credit (and household has no other earnings)	170 2.67%chijk ln	87 2.78%	82 2.52%	11 1.27%i	33 3.11%chi	50 5.02%Tcghi	45 4.10%Tchi	25 2.70%hi	7 0.65%	- -	19 1.09%	14 0.78%	17 1.30%	120 7.76%Tjkl	33 0.93%	137 4.82%Tn	147 2.86%	23 1.85%
Income-based Jobseeker's Allowance	64 1.00%bh	41 1.32%Tb	23 0.71%	21 2.37%Tefgh i	18 1.73%Tfhi	9 0.90%	6 0.56%	7 0.74%	2 0.22%	1 0.14%	23 1.34%	12 0.67%	11 0.85%	18 1.15%	35 1.00%	29 1.01%	55 1.06%	9 0.76%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 174

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Pensions Credit (no Guaranteed Credit)	52 0.82%fg	29 0.92%	23 0.72%	6 0.64%	12 1.16%fg	10 1.02%f	2 0.18%	2 0.22%	11 1.06%fg	9 2.22%Tcfg	16 0.95%	10 0.58%	9 0.71%	16 1.03%	27 0.76%	25 0.88%	47 0.92%	5 0.38%
None of these	4411 69.24%efmo	2185 70.29%	2219 68.44%	604 68.72%e	727 68.39%e	614 62.20%	711 64.89%	664 72.36%ef	782 77.73%Tcde fg	308 73.14%ef	1369 79.00%Tkm	1340 74.61%Tm	993 76.75%Tm	709 45.80%	2709 76.76%To	1702 59.88%	3533 68.70%	878 71.46%
Prefer not to say	188 2.95%ghj	86 2.77%	98 3.01%	80 9.12%Tdefg hi	29 2.74%gh	33 3.34%gh	21 1.90%g	5 0.53%	12 1.20%	8 1.82%g	36 2.08%	63 3.50%j	35 2.71%	54 3.48%j	99 2.80%	89 3.13%	147 2.86%	41 3.33%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 175

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Any	1772 27.82%q	1496 27.99%	143 26.83%	86 28.52%	47 24.62%	143 26.83%	86 34.12%mno	215 30.50%n	151 29.09%	155 27.90%	129 28.12%	86 28.52%	185 30.90%n	221 26.29%	218 25.04%	136 24.97%	47 24.62%	1488 27.24%	272 32.05%Tq
Personal Independence Payment (PIP)	634 9.95%amr	509 9.53%	61 11.50%	42 13.84%Ta	22 11.26%	61 11.50%m	30 11.72%m	80 11.30%m	56 10.84%m	49 8.88%m	51 11.13%m	42 13.84%Tim	59 9.90%m	48 5.71%	83 9.51%m	53 9.77%m	22 11.26%m	588 10.76%Tr	40 4.68%
Universal Credit (and household has other earnings)	432 6.78%beq	381 7.13%Tb	21 3.99%	18 5.91%	12 6.17%	21 3.99%	26 10.42%Tejmno	71 10.14%Tejmno	35 6.83%	44 7.96%e	23 5.11%	18 5.91%	50 8.40%e	49 5.81%	52 5.91%	30 5.43%	12 6.17%	351 6.43%	79 9.29%Tq
Employment and Support Allowance (ESA)	328 5.15%	269 5.02%	30 5.72%	17 5.72%	12 6.36%	30 5.72%	17 6.83%	37 5.23%	20 3.89%	23 4.10%	29 6.24%	17 5.72%	25 4.23%	50 5.90%	41 4.68%	27 4.98%	12 6.36%	285 5.22%	38 4.50%
Carer's allowance	289 4.53%m	254 4.74%	15 2.91%	12 4.06%	8 3.98%	15 2.91%	10 4.09%	43 6.06%em	26 4.96%	30 5.47%m	20 4.28%	12 4.06%	39 6.46%Tem	25 2.95%	41 4.75%	20 3.63%	8 3.98%	249 4.56%	40 4.71%
Pensions Credit (Guaranteed Credit)	250 3.93%q	207 3.87%	21 4.04%	17 5.71%	4 2.34%	21 4.04%	13 5.27%	22 3.06%	17 3.25%	19 3.48%	24 5.34%	17 5.71%	17 2.81%	43 5.10%	33 3.77%	19 3.48%	4 2.34%	200 3.66%	50 5.89%Tq
Other	245 3.84%	197 3.68%	28 5.33%	17 5.57%	3 1.60%	28 5.33%gi	10 3.89%	19 2.73%	22 4.25%	15 2.61%	14 2.95%	17 5.57%	30 5.05%	25 2.95%	41 4.66%	22 4.01%	3 1.60%	215 3.94%	30 3.48%
Income Support	171 2.68%q	151 2.83%	12 2.32%	3 0.92%	4 2.34%	12 2.32%	10 3.91%k	19 2.68%	13 2.47%	14 2.49%	11 2.33%	3 0.92%	19 3.11%	38 4.53%Tkno	17 1.93%	12 2.15%	4 2.34%	103 1.88%	67 7.93%Tq
Universal Credit (and household has no other earnings)	170 2.67%q	144 2.69%	21 4.03%c	3 1.07%	2 0.82%	21 4.03%k	6 2.35%	17 2.45%	18 3.53%	16 2.88%	9 2.06%	3 1.07%	14 2.27%	31 3.64%	18 2.03%	15 2.74%	2 0.82%	134 2.45%	33 3.85%
Income-based Jobseeker's Allowance	64 1.00%q	60 1.12%	1 0.17%	1 0.18%	2 1.26%	1 0.17%	4 1.55%	10 1.36%	9 1.65%eo	8 1.39%	2 0.33%	1 0.18%	3 0.50%	16 1.93%Tejlo	8 0.91%	2 0.29%	2 1.26%	44 0.80%	19 2.18%Tq
Pensions Credit (no Guaranteed Credit)	52 0.82%q	46 0.85%	5 0.88%	2 0.55%	- -	5 0.88%	1 0.28%	10 1.44%h	1 0.13%	5 0.86%	2 0.49%	2 0.55%	3 0.50%	18 2.11%Thln	3 0.35%	3 0.59%	- -	36 0.66%	16 1.90%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 175

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
None of these	4411 69.24%fr	3688 68.98%	373 70.29%	207 68.52%	142 74.50%	373 70.29%	159 62.68%	471 66.91%	355 68.29%	384 68.99%	317 69.34%	207 68.52%	401 66.86%	575 68.49%	632 72.56%fg	394 72.35%f	142 74.50%f	3849 70.47%Tr	526 61.99%
Prefer not to say	188 2.95%q	162 3.03%	15 2.88%	9 2.96%	2 0.89%	15 2.88%	8 3.21%	18 2.60%	14 2.62%	17 3.11%	12 2.55%	9 2.96%	13 2.24%	44 5.22%Tghlnop	21 2.41%	15 2.68%	2 0.89%	125 2.29%	51 5.97%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 176

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Any	1772 27.82%	1484 28.13%	341 26.46%	82 33.18%	96 25.97%	21 50.05%	332 29.79%	146 26.67%	304 29.54%	84 25.37%	9 35.64%	25 25.44%	9 17.98%	4 16.84%
Personal Independence Payment (PIP)	634 9.95%	529 10.02%	130 10.08%	20 8.31%	33 8.85%	3 6.66%	131 11.78%g	42 7.57%	122 11.82%g	25 7.42%	1 5.33%	10 10.51%	1 2.30%	3 10.30%
Universal Credit (and household has other earnings)	432 6.78%af	333 6.31%	81 6.31%	21 8.55%	24 6.51%	1 3.38%	56 5.07%	29 5.23%	83 8.11%af	22 6.56%	2 6.18%	4 3.80%	3 6.34%	2 8.20%
Employment and Support Allowance (ESA)	328 5.15%	278 5.26%	58 4.50%	12 4.75%	17 4.53%	5 10.91%	66 5.93%	24 4.32%	66 6.38%	17 5.13%	3 10.46%	4 3.65%	- -	- -
Carer's allowance	289 4.53%	258 4.88%T	52 4.05%	10 4.21%	19 5.17%	2 4.42%	66 5.94%T	25 4.51%	51 4.99%	14 4.28%	5 19.38%	10 10.32%Tabgl	- -	- -
Pensions Credit (Guaranteed Credit)	250 3.93%	230 4.35%T	51 4.00%	15 6.00%	9 2.40%	7 17.47%	55 4.96%	20 3.58%	50 4.91%	15 4.62%	1 4.90%	3 2.67%	- -	- -
Other	245 3.84%	207 3.92%	50 3.90%	5 2.22%	18 4.81%	- -	44 3.98%	23 4.10%	39 3.81%	9 2.64%	1 4.71%	5 4.99%	4 7.00%	1 4.30%
Income Support	171 2.68%	158 2.99%T	35 2.71%	17 6.74%Tabdfghk	6 1.49%	- -	31 2.77%	13 2.45%	33 3.18%	20 6.19%Tabdfghk	- -	- -	1 1.03%	- -
Universal Credit (and household has no other earnings)	170 2.67%a	126 2.39%	32 2.45%	9 3.65%	5 1.37%	1 1.31%	30 2.73%	14 2.52%	20 1.96%	5 1.53%	- -	1 1.10%	3 5.58%	- -
Income-based Jobseeker's Allowance	64 1.00%	63 1.20%T	16 1.28%	6 2.50%df	- -	4 10.28%	9 0.77%	5 0.97%	11 1.04%	10 3.07%Tadfh	- -	- -	- -	2 5.95%
Pensions Credit (no Guaranteed Credit)	52 0.82%b	50 0.95%Tb	4 0.30%	3 1.08%	4 0.97%	4 10.05%	11 0.99%	12 2.14%Tabh	6 0.58%	6 1.92%b	- -	- -	1 1.30%	- -
None of these	4411 69.24%	3643 69.03%	913 70.85%c	154 62.58%	264 71.41%	21 49.95%	753 67.51%	383 69.77%	695 67.54%	235 71.10%	16 60.77%	73 72.86%	42 82.02%cfh	22 83.16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 176
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Prefer not to say	188	150	35	10	10	-	30	20	30	12	1	2	-	-
	2.95%	2.84%	2.70%	4.24%	2.62%	-	2.70%	3.56%	2.92%	3.54%	3.60%	1.71%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 177

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Any	1772 27.82%tw	1756 27.86%tw	87 37.50%Tnpstwxy	295 26.37%	135 31.68%tw	14 27.78%	268 25.99%	126 22.94%	187 31.17%tw	148 33.96%Tnpstwy	182 23.86%	32 25.27%	27 22.76%	137 32.86%Tnpstw	38 36.73%stw
Personal Independence Payment (PIP)	634 9.95%	630 9.99%	27 11.49%	102 9.12%	47 10.99%	1 2.86%	104 10.04%	46 8.36%	71 11.86%	45 10.33%	62 8.19%	10 8.11%	11 9.13%	58 13.88%Tnptw	16 16.03%tw
Universal Credit (and household has other earnings)	432 6.78%	431 6.84%	23 10.02%ty	70 6.23%	33 7.66%	4 8.48%	80 7.76%ty	26 4.66%	56 9.29%Tntyz	27 6.20%	51 6.65%	7 5.68%	2 2.08%	22 5.34%	14 13.62%Tnptvwyz
Employment and Support Allowance (ESA)	328 5.15%	328 5.20%	19 8.32%psw	45 4.06%	23 5.47%	3 5.90%	45 4.33%	26 4.78%	37 6.23%	34 7.74%Tnpsw	29 3.78%	7 5.59%	3 2.40%	32 7.54%psw	13 12.74%Tnpqstuwy
Carer's allowance	289 4.53%	287 4.56%	17 7.37%t	45 4.07%	20 4.80%	1 2.86%	53 5.09%	16 2.95%	29 4.89%	22 5.12%	32 4.22%	2 1.87%	6 4.96%	24 5.70%	6 6.14%
Pensions Credit (Guaranteed Credit)	250 3.93%	245 3.89%	17 7.24%TnstwxA	51 4.52%	22 5.21%	6 12.95%Tnpstuvwx A	31 3.01%	15 2.71%	23 3.82%	18 4.12%	24 3.14%	1 0.71%	4 3.62%	22 5.19%	1 0.90%
Other	245 3.84%	240 3.81%	13 5.77%	47 4.20%	20 4.68%	- -	36 3.47%	15 2.76%	20 3.37%	17 3.89%	25 3.30%	5 3.78%	5 4.05%	15 3.64%	4 4.31%
Income Support	171 2.68%s	171 2.71%s	17 7.12%Tnpstuwy	27 2.41%	20 4.68%Tnpst	1 2.86%	14 1.31%	9 1.60%	15 2.43%	26 6.05%Tnpstuwy	18 2.31%	3 2.67%	1 0.78%	15 3.50%s	2 1.96%
Universal Credit (and household has no other earnings)	170 2.67%p	168 2.67%p	9 3.93%p	18 1.60%	11 2.65%	* 0.44%	36 3.47%p	8 1.46%	18 2.95%	18 4.08%pt	15 2.03%	5 3.84%	5 4.57%p	14 3.33%	2 1.53%
Income-based Jobseeker's Allowance	64 1.00%	63 1.00%	9 3.70%Tnpstuwz	10 0.91%	7 1.61%	- -	13 1.26%	2 0.36%	6 1.06%	6 1.49%	6 0.75%	- -	- -	4 0.99%	- -
Pensions Credit (no Guaranteed Credit)	52 0.82%	51 0.81%	3 1.46%	6 0.55%	1 0.35%	- -	7 0.67%	7 1.23%	4 0.70%	4 0.91%	5 0.61%	1 0.82%	2 1.78%	8 2.01%Tnp	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 177

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
None of these	4411 69.24%ouv	4367 69.27%ouv	141 60.47%	791 70.79%ouvz	278 65.19%	35 71.20%	738 71.52%oquvz	406 73.93%Tnoquv z	389 65.00%	279 64.09%	558 73.22%Tnoquv z	91 71.71%	90 76.38%oquvz	270 64.63%	65 63.27%
Prefer not to say	188 2.95%n	181 2.87%	5 2.03%	32 2.83%	13 3.13%	1 1.02%	26 2.48%	17 3.13%	23 3.83%	8 1.94%	22 2.92%	4 3.02%	1 0.86%	11 2.51%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 178

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Any	1772 27.82%vx	1718 28.26%Tl	366 28.17%	84 29.64%l	107 25.80%	14 43.12%	359 28.74%l	161 26.65%	408 29.82%l	100 26.83%	11 33.30%	27 23.56%	9 16.25%	5 18.38%	1034 30.11%Tq	151 34.56%Tq	534 28.36%	64 37.60%Tq	274 30.15%	610 55.55%Tuv	947 27.90%v	120 9.23%	996 49.49%Tx	716 17.43%
Personal Independence Payment (PIP)	634 9.95%cglvx	620 10.19%Tcgl	136 10.46%cgl	16 5.53%	36 8.67%	3 9.10%	145 11.63%cgl	41 6.74%	159 11.66%cgl	37 9.93%	3 9.32%	10 9.27%	1 2.01%	3 12.14%	386 11.23%T	45 10.37%	213 11.33%	14 8.12%	109 11.98%	129 11.72%v	407 12.00%Tv	54 4.18%	483 23.99%Tx	138 3.36%
Universal Credit (and household has other earnings)	432 6.78%fvx	420 6.90%f	96 7.43%	23 8.00%	25 6.07%	2 6.64%	66 5.28%	39 6.37%	113 8.26%Tf	31 8.44%	2 7.20%	4 3.35%	3 5.55%	2 7.82%	238 6.92%	34 7.76%	115 6.11%	17 9.95%	68 7.44%	177 16.10%Tuv	214 6.30%v	17 1.27%	177 8.77%Tx	238 5.79%
Employment and Support Allowance (ESA)	328 5.15%vx	316 5.19%	61 4.68%	15 5.22%	20 4.80%	3 8.50%	78 6.24%g	21 3.43%	75 5.52%	16 4.40%	3 8.04%	4 3.22%	1 1.21%	1 2.32%	212 6.17%T	33 7.60%T	110 5.86%	8 4.55%	57 6.33%	105 9.59%Tuv	192 5.66%v	12 0.95%	246 12.23%Tx	72 1.76%
Carer's allowance	289 4.53%vx	285 4.69%T	59 4.55%	13 4.59%	21 5.16%	2 6.74%	71 5.70%	26 4.36%	54 3.92%	14 3.79%	5 14.89%	11 9.97%Tabghil	- -	- -	177 5.14%T	24 5.61%	99 5.24%	9 5.22%	42 4.64%	104 9.43%Tuv	149 4.38%v	14 1.11%	151 7.50%Tx	128 3.11%
Pensions Credit (Guaranteed Credit)	250 3.93%vx	243 3.99%	55 4.23%	9 3.08%	8 1.92%	3 7.91%	53 4.21%	31 5.17%d	61 4.44%d	14 3.69%	1 3.76%	3 2.35%	- -	- -	162 4.73%Tq	32 7.28%Toq	65 3.45%	19 11.03%Toqs	46 5.12%	99 9.05%Tuv	124 3.66%v	17 1.30%	136 6.73%Tx	108 2.63%
Other	245 3.84%ovx	239 3.94%	48 3.71%	12 4.26%	22 5.26%	- -	48 3.87%	22 3.62%	58 4.26%	9 2.54%	2 5.37%	5 4.66%	3 4.55%	1 4.10%	110 3.20%	12 2.77%	63 3.35%	3 1.60%	32 3.51%	62 5.62%Tv	148 4.37%Tv	25 1.89%	135 6.68%Tx	106 2.58%
Income Support	171 2.68%uvx	167 2.74%	39 3.02%	13 4.44%dk	4 1.08%	- -	32 2.52%	14 2.35%	49 3.57%d	12 3.23%	- -	- -	1 0.90%	- -	134 3.91%Tq	40 9.18%Toqrs	51 2.70%	6 3.30%	37 4.10%T	81 7.40%Tuv	68 2.01%	14 1.06%	84 4.17%Tx	78 1.90%
Universal Credit (and household has no other earnings)	170 2.67%uvx	162 2.66%	33 2.57%	7 2.47%	7 1.59%	1 1.71%	37 2.94%	13 2.11%	39 2.87%	6 1.63%	- -	2 1.83%	3 5.78%d	1 2.32%	87 2.54%	8 1.91%	46 2.42%	4 2.40%	25 2.74%	89 8.14%Tuv	71 2.08%v	5 0.36%	102 5.08%Tx	58 1.41%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 178

QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Income-based Jobseeker's Allowance	64 1.00%vx	64 1.05%	15 1.15%	8 2.97%Ta dfgh	1 0.35%	1 1.71%	11 0.87%	3 0.43%	15 1.08%	9 2.37%Tadg	- -	- -	- -	2 5.68%	52 1.52%Tq	15 3.51%To q	14 0.72%	9 5.22%To qs	14 1.58%	22 1.97%Tu v	30 0.87%	5 0.36%	31 1.52%Tx	28 0.69%
Pensions Credit (no Guaranteed Credit)	52 0.82%x	51 0.84%	8 0.62%	1 0.52%	4 0.86%	4 13.45%	11 0.89%	8 1.39%	9 0.66%	4 1.02%	- -	- -	1 1.13%	- -	41 1.20%T	5 1.08%	16 0.86%	10 5.74%To pqs	11 1.16%	20 1.79%Tu v	28 0.83%	4 0.30%	27 1.36%Tx	24 0.57%
None of these	4411 69.24%o prtw	4208 69.21%	901 69.40%	190 66.97%	294 71.15%	16 51.14%	865 69.24%	423 69.89%	925 67.64%	261 70.45%	22 63.94%	85 74.93%	49 83.75%T abcfghi	22 79.74%	2319 67.53%r	277 63.43%	1303 69.24%p r	98 57.50%	616 67.81%r	455 41.40%	2404 70.83%T t	1177 90.31%T tu	956 47.47%	3318 80.81%Tw
Prefer not to say	188 2.95%ao uvx	154 2.53%	31 2.42%	10 3.39%	13 3.05%	2 5.74%	25 2.01%	21 3.46%	35 2.54%	10 2.73%	1 2.76%	2 1.51%	- -	1 1.89%	81 2.36%	9 2.00%	45 2.41%	8 4.90%	18 2.04%	34 3.05%uv	43 1.28%v	6 0.47%	61 3.04%x	72 1.76%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 179
Financial Vulnerability Index (Using Q21)
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Most vulnerable	1099 17.25%aghi jklnq	486 15.64%	608 18.75%Ta	210 23.90%Tdfg hi	182 17.09%hi	239 24.21%Tdfg hi	212 19.37%ghi	124 13.52%i	104 10.33%i	28 6.56%	164 9.49%	246 13.67%j	190 14.69%j	499 32.22%Tjkl	410 11.61%	689 24.24%Tn	929 18.06%Tq	170 13.84%
Potentially vulnerable	3394 53.27%cdej p	1667 53.63%	1720 53.07%	268 30.45%	482 45.30%c	483 48.95%c	578 52.74%cd	581 63.33%Tcde f	689 68.52%Tcde fg	313 74.16%Tcde fg	851 49.09%	1026 57.09%Tj	687 53.11%	831 53.65%j	1876 53.16%	1517 53.40%	2693 52.36%	701 57.06%Tp
Least vulnerable	1303 20.45%bghi mo	705 22.70%Tb	595 18.35%	204 23.22%ghi	303 28.47%Tcef ghi	214 21.67%ghi	238 21.77%ghi	160 17.43%hi	137 13.63%	46 11.03%	567 32.74%Tklm	369 20.53%m	290 22.43%m	77 4.95%	936 26.53%To	367 12.90%	1057 20.56%	245 19.98%
Don't know/ Prefer not to give income	576 9.03%aefg	250 8.03%	319 9.83%a	197 22.42%Tdefg hi	97 9.14%efg	51 5.18%	67 6.12%	53 5.73%	76 7.52%	35 8.25%e	151 8.69%	156 8.71%	126 9.77%	142 9.19%	307 8.70%	269 9.45%	463 9.01%	112 9.12%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 180
Financial Vulnerability Index (Using Q21)
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Most vulnerable	1099 17.25%bcdekopq	976 18.26%Tbcd	71 13.29%	36 11.89%	16 8.37%	71 13.29%	60 23.72%Teknop	131 18.60%ekp	104 20.07%ekop	129 23.12%Teknop	82 17.98%p	36 11.89%	102 16.99%p	158 18.77%ekop	136 15.56%p	75 13.77%	16 8.37%	833 15.25%	254 29.90%Tq
Potentially vulnerable	3394 53.27%dmpr	2854 53.38%d	292 54.89%d	173 57.23%d	75 39.28%	292 54.89%mp	137 54.17%mp	376 53.39%mp	283 54.43%mp	291 52.36%mp	280 61.19%Tgimnp	173 57.23%mp	332 55.41%mp	384 45.65%	452 51.90%mp	319 58.58%Tmnp	75 39.28%	3034 55.53%Tr	341 40.17%
Least vulnerable	1303 20.45%aghijr	1030 19.27%	124 23.37%	64 21.14%	85 44.35%Tabc	124 23.37%fghij	39 15.36%	118 16.79%	83 15.95%	86 15.38%	56 12.20%	64 21.14%j	116 19.32%j	219 26.02%Tfghijlo	212 24.32%Tfghijo	102 18.79%j	85 44.35%Tefghijklmno	1150 21.06%Tr	145 17.06%
Don't know/ Prefer not to give income	576 9.03%q	486 9.09%	45 8.45%	29 9.73%	15 8.00%	45 8.45%	17 6.75%	79 11.21%	50 9.56%	51 9.14%	39 8.63%	29 9.73%	50 8.29%	80 9.56%	72 8.22%	48 8.87%	15 8.00%	446 8.16%	109 12.87%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 181
Financial Vulnerability Index (Using Q21)
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Most vulnerable	1099 17.25%	908 17.20%	197 15.25%	59 23.98%Tabfhk	68 18.31%	17 41.02%	183 16.42%	108 19.73%b	175 17.04%	55 16.79%	7 26.08%	13 12.73%	7 13.75%	1 3.49%
Potentially vulnerable	3394 53.27%	2907 55.08%T	735 57.04%T	122 49.73%	214 57.91%	13 31.01%	611 54.78%	317 57.71%	550 53.43%	175 53.00%	17 66.45%	55 54.70%	29 57.82%	20 76.72%
Least vulnerable	1303 20.45%g	1052 19.93%g	255 19.77%g	36 14.63%	69 18.79%	6 15.49%	234 20.95%g	83 15.07%	223 21.69%cg	77 23.24%cg	2 7.47%	26 25.69%cg	8 16.61%	3 10.98%
Don't know/ Prefer not to give income	576 9.03%ad	411 7.79%	102 7.94%	29 11.66%d	18 4.99%	5 12.47%	87 7.84%	41 7.49%	81 7.84%	23 6.97%	- -	7 6.88%	6 11.83%	2 8.80%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 182
Financial Vulnerability Index (Using Q21)
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Most vulnerable	1099 17.25%	1089 17.27%	42 18.01%	176 15.74%	103 24.24%Tnpstuwy	15 30.42%psty	161 15.60%	85 15.53%	102 17.07%	82 18.92%	137 17.94%	23 18.07%	12 10.38%	89 21.34%psty	15 14.60%
Potentially vulnerable	3394 53.27%q	3361 53.33%q	134 57.72%q	598 53.57%q	196 45.91%	24 49.71%	547 52.96%q	332 60.33%Tnpqsuvwz	317 52.99%	220 50.58%	386 50.70%	71 55.83%	61 51.94%	221 52.82%	61 58.99%q
Least vulnerable	1303 20.45%t	1296 20.55%t	36 15.68%	237 21.22%t	91 21.44%t	7 14.57%	239 23.12%Tot	84 15.26%	120 20.02%	96 22.00%t	173 22.76%ot	23 18.37%	42 35.46%Tnopqrstuvwxz A	77 18.34%	15 14.76%
Don't know/ Prefer not to give income	576 9.03%ny	558 8.85%y	20 8.58%y	106 9.47%y	36 8.41%y	3 5.30%	86 8.32%y	49 8.89%y	59 9.92%y	37 8.50%y	65 8.60%y	10 7.73%	3 2.22%	31 7.50%	12 11.65%y

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 183
Financial Vulnerability Index (Using Q21)
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Most vulnerable	1099 17.25%a buvx	1023 16.82%	193 14.90%	62 21.77%b f	74 17.84%	11 33.94%	188 15.07%	111 18.37%	260 19.04%a bf	58 15.58%	8 24.04%	15 13.47%	6 10.85%	1 3.33%	630 18.34%T q	79 18.08%	315 16.75%	53 31.32%T opqs	173 19.09%	1099 100.00%Tuv	- -	- -	434 21.58%T x	614 14.96%
Potentially vulnerable	3394 53.27%h tv	3290 54.11%T h	726 55.91%h	151 53.33%	241 58.29%h	12 36.16%	693 55.46%h	341 56.33%h	686 50.17%	196 52.75%	20 60.08%	56 49.71%	35 60.92%	22 80.49%	1832 53.34%	244 55.90%	1015 53.91%	81 47.53%	475 52.35%	- -	3394 100.00%Ttv	- -	1130 56.11%T	2185 53.21%
Least vulnerable	1303 20.45%c gtuw	1263 20.78%T cg	256 19.75%	42 14.79%	75 18.13%	6 17.95%	262 20.99%c g	99 16.43%	313 22.89%T cg	97 26.06%T abcdg	5 15.05%	34 29.80%T abcdg	12 20.38%	2 5.91%	717 20.88%r	88 20.13%	410 21.76%r	24 13.87%	187 20.58%	- -	- -	1303 100.00%T tu	287 14.28%	986 24.02%Tw
Don't know/ Prefer not to give income	576 9.03%ad iopqtuv x	504 8.29%	123 9.44%d	29 10.11%	24 5.74%	4 11.95%	106 8.48%	54 8.87%	108 7.91%	21 5.61%	* 0.84%	8 7.02%	5 7.86%	3 10.28%	256 7.44%	26 5.88%	143 7.58%	12 7.28%	72 7.98%	- -	- -	- -	162 8.03%	320 7.81%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 184
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Most vulnerable	1812 28.44%adjk ln	761 24.48%	1045 32.23%Ta	233 26.50%	236 22.21%	288 29.22%d	291 26.59%	234 25.56%	363 36.10%Tcde fg	165 39.15%Tcde fg	258 14.87%	440 24.48%j	274 21.16%j	841 54.30%Tjkl	697 19.76%	1114 39.22%Tn	1494 29.04%	318 25.90%
Potentially vulnerable	2947 46.26%bcmo p	1503 48.37%Tb	1440 44.42%	252 28.69%	483 45.43%c	457 46.33%c	530 48.35%c	511 55.75%Tcde fhi	506 50.27%Tc	208 49.26%c	829 47.86%m	921 51.27%Tm	658 50.88%Tm	539 34.82%	1750 49.59%To	1197 42.13%	2331 45.33%	617 50.19%Tp
Least vulnerable	1206 18.93%bghi mo	667 21.45%Tb	534 16.47%	261 29.68%Tefg hi	298 28.05%Tefg hi	204 20.62%ghi	228 20.77%ghi	127 13.88%hi	73 7.21%i	16 3.73%	534 30.82%Tklm	333 18.53%m	269 20.77%m	71 4.55%	867 24.57%To	339 11.94%	995 19.36%	211 17.16%
Not assigned	406 6.37%def	177 5.70%	223 6.89%	133 15.13%Tdefg hi	46 4.31%	38 3.83%	47 4.30%	44 4.81%	65 6.41%e	33 7.86%defg	112 6.46%	103 5.72%	93 7.18%	98 6.33%	215 6.08%	191 6.72%	323 6.27%	83 6.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 185
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Most vulnerable	1812 28.44%cdkopq	1583 29.61%Tcd	139 26.13%d	63 20.66%	28 14.53%	139 26.13%p	80 31.74%kop	228 32.43%Teknop	158 30.35%kop	172 30.85%kop	153 33.36%Teknop	63 20.66%	187 31.18%kop	249 29.61%kop	230 26.40%p	126 23.20%p	28 14.53%	1464 26.80%	331 38.93%Tq
Potentially vulnerable	2947 46.26%mr	2466 46.12%	251 47.22%	157 51.97%d	74 38.54%	251 47.22%m	119 46.93%m	320 45.43%m	254 48.85%mp	270 48.58%mp	223 48.73%mp	157 51.97%mp	284 47.37%m	315 37.47%	399 45.78%m	282 51.88%Tmp	74 38.54%	2647 48.45%Tr	285 33.58%
Least vulnerable	1206 18.93%aghij	965 18.05%	107 20.17%	57 18.91%	77 40.25%Tabc	107 20.17%ghij	41 16.17%	103 14.60%	68 13.17%	79 14.14%	60 13.04%	57 18.91%	108 18.10%	221 26.27%Tefghijklo	187 21.46%ghij	98 18.03%	77 40.25%Tefghijklmno	1025 18.76%	170 20.03%
Not assigned	406 6.37%lq	333 6.22%	34 6.48%	26 8.46%	13 6.68%	34 6.48%l	13 5.16%	53 7.54%l	40 7.63%l	36 6.43%l	22 4.87%	26 8.46%l	20 3.35%	56 6.65%l	55 6.36%l	37 6.89%l	13 6.68%	327 5.99%	63 7.47%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 186
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Most vulnerable	1812 28.44%b	1516 28.73%b	333 25.82%	80 32.56%	96 25.98%	13 32.03%	304 27.22%	196 35.77%Tabdfi	319 30.98%b	83 25.02%	9 35.92%	25 25.40%	19 37.32%	6 21.40%
Potentially vulnerable	2947 46.26%	2511 47.59%T	649 50.35%Taghl	110 44.81%	210 56.83%Tacfghi kl	19 46.67%	540 48.43%	242 43.97%	458 44.49%	148 44.89%	15 56.61%	44 43.72%	18 34.93%	21 78.60%
Least vulnerable	1206 18.93%adg	954 18.07%g	227 17.57%	38 15.33%	51 13.91%	4 9.73%	215 19.27%dg	80 14.55%	195 18.99%	86 26.01%Tabcdfgh	2 7.47%	24 23.99%dg	8 15.46%	- -
Not assigned	406 6.37%ad	296 5.61%	81 6.25%	18 7.30%	12 3.28%	5 11.57%	57 5.08%	31 5.71%	57 5.54%	14 4.09%	- -	7 6.88%	6 12.29%dfi	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 187
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Most vulnerable	1812 28.44%n	1782 28.27%	73 31.50%	293 26.25%	141 33.13%npw	15 29.57%	286 27.67%	164 29.88%	163 27.17%	123 28.21%	197 25.84%	32 25.39%	29 24.80%	133 31.77%	31 30.48%
Potentially vulnerable	2947 46.26%	2931 46.50%T	100 43.11%	530 47.44%	181 42.45%	20 40.56%	486 47.11%	277 50.34%q	281 46.98%	190 43.55%	346 45.42%	65 50.85%	55 46.67%	192 45.98%	49 47.44%
Least vulnerable	1206 18.93%t	1198 19.01%t	43 18.33%	222 19.86%t	76 17.79%	14 28.17%t	199 19.24%t	72 13.10%	111 18.51%t	101 23.14%t	173 22.74%Tnt	18 13.89%	31 26.31%tx	74 17.64%	15 14.53%
Not assigned	406 6.37%n	392 6.23%	16 7.06%	72 6.46%	28 6.64%	1 1.70%	62 5.98%	37 6.67%	44 7.34%	22 5.09%	46 6.00%	13 9.87%y	3 2.22%	19 4.61%	8 7.55%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 188
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Most vulnerable	1812 28.44%a bquvx	1701 27.98%	333 25.64%	97 34.37%a bdfi	101 24.44%	15 46.27%	326 26.08%	205 33.89%T abdfi	400 29.26%	89 24.01%	11 31.57%	31 27.23%	19 33.37%	6 22.72%	965 28.10%q	110 25.24%	482 25.60%	74 43.50%T opqs	286 31.54%o pq	930 84.61%T uv	795 23.43%v	12 0.96%	747 37.09%T x	997 24.27%
Potentially vulnerable	2947 46.26%r tv	2860 47.04%T h	632 48.68%h	126 44.59%	243 58.81%T abcfghi kl	12 37.00%	612 49.00%h	265 43.85%	602 44.05%	174 46.96%	19 56.82%	43 38.48%	23 40.15%	21 77.28%	1585 46.13%r	205 47.01%	902 47.94%r	64 37.29%	399 43.93%	121 11.00%	2477 72.99%T tv	279 21.38%t	897 44.55%	1967 47.91%Tw
Least vulnerable	1206 18.93%d tuw	1160 19.08%d	240 18.46%d	40 14.06%	50 12.19%	3 8.22%	244 19.53%d	97 16.07%	288 21.04%c dg	97 26.18%T abcdfg	4 11.60%	32 28.22%T abcdg	11 19.66%	- -	702 20.44%T	99 22.57%	400 21.25%T	25 14.39%	171 18.84%	36 3.32%	111 3.27%	1006 77.22%T tu	263 13.06%	910 22.15%Tw
Not assigned	406 6.37%ai oqtuvwx	358 5.90%i	94 7.22%i	20 6.99%i	19 4.56%	3 8.50%	67 5.40%	37 6.19%i	77 5.65%	11 2.85%	- -	7 6.07%	4 6.82%	- -	183 5.33%	23 5.18%	98 5.21%	8 4.82%	52 5.69%	12 1.08%u	10 0.31%	6 0.44%	107 5.30%	233 5.66%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 189
How many people under the age of 18 live in your household?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
None	4382 68.77%cdef lp	2133 68.62%	2236 69.00%	503 57.24%e	614 57.71%e	387 39.22%	659 60.13%e	816 88.97%Tcde f	986 97.98%Tcde fg	416 98.73%Tcde fg	1183 68.25%l	1288 71.67%Tl	807 62.44%	1104 71.30%Tl	2470 69.99%To	1911 67.27%	3470 67.48%	911 74.18%Tp
1	947 14.87%ghim	492 15.83%	451 13.91%	224 25.45%Tdgh i	170 15.98%ghi	212 21.44%Tdgh i	252 23.00%Tdghi	73 8.00%hi	12 1.18%	4 1.06%	274 15.81%m	280 15.59%m	206 15.96%m	187 12.06%	554 15.70%	393 13.84%	790 15.36%	157 12.81%
2	761 11.95%ghik n	371 11.94%	386 11.89%	100 11.42%ghi	200 18.77%Tcfg hi	279 28.29%Tcdf ghi	149 13.59%ghi	24 2.56%hi	8 0.84%	1 0.21%	212 12.21%k	173 9.65%	208 16.06%Tjkm	169 10.88%	385 10.90%	376 13.24%Tn	634 12.33%	127 10.35%
3	211 3.32%aghik nq	77 2.48%	134 4.13%Ta	31 3.48%ghi	59 5.53%Tfghi	88 8.87%Tcdfg hi	32 2.96%ghi	2 0.21%	- -	- -	50 2.88%	42 2.34%	54 4.15%k	66 4.24%k	92 2.61%	119 4.20%Tn	184 3.58%Tq	27 2.24%
4	52 0.82%hq	27 0.88%	25 0.78%	16 1.87%Tfghi	15 1.46%Tfghi	15 1.49%Tfghi	3 0.32%	2 0.25%	- -	- -	12 0.70%	10 0.53%	13 1.01%	18 1.14%	22 0.62%	31 1.08%	49 0.95%	4 0.31%
5	8 0.13%n	2 0.07%	6 0.18%	1 0.14%	2 0.18%	5 0.50%Tf	- -	- -	- -	- -	- -	1 0.07%	4 0.31%j	3 0.18%	1 0.04%	7 0.24%	7 0.13%	1 0.12%
6+	9 0.14%	6 0.18%	4 0.11%	3 0.39%	4 0.38%	2 0.18%	- -	- -	- -	- -	3 0.15%	3 0.15%	1 0.07%	3 0.19%	5 0.15%	4 0.14%	9 0.18%	- -
Mean	0.54ghiknq	0.52	0.55	0.69Tghi	0.80Tfghi	1.14Tcdfgh i	0.60Tghi	0.15hi	0.03	0.01	0.53k	0.46	0.67Tjkm	0.53k	0.49	0.59Tn	0.56Tq	0.42
Standard deviation	0.93	0.92	0.95	1.02	1.13	1.13	0.85	0.47	0.21	0.14	0.89	0.87	1.00	0.98	0.88	0.99	0.96	0.80
Standard error	0.01	0.02	0.02	0.04	0.03	0.04	0.03	0.02	0.01	0.01	0.02	0.02	0.03	0.03	0.01	0.02	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 190
How many people under the age of 18 live in your household?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
None	4382 68.77%aimr	3642 68.12%	388 72.95%	221 73.15%	131 68.44%	388 72.95%gim	177 69.62%i	466 66.13%	360 69.26%i	340 61.21%	317 69.24%i	221 73.15%im	423 70.59%im	544 64.69%	624 71.61%im	392 72.05%im	131 68.44%	3923 71.82%Tr	408 48.01%
1	947 14.87%oq	801 14.98%	77 14.44%	39 12.76%	31 16.29%	77 14.44%	46 18.30%lo	107 15.12%	78 14.96%	111 20.01%Teklmno	73 16.00%	39 12.76%	73 12.26%	123 14.63%	127 14.61%	62 11.39%	31 16.29%	746 13.66%	197 23.14%Tq
2	761 11.95%q	644 12.05%	60 11.36%	36 12.02%	20 10.61%	60 11.36%	22 8.48%	84 11.96%	59 11.33%	71 12.72%	52 11.36%	36 12.02%	73 12.12%	132 15.73%Tfhn	89 10.23%	63 11.54%	20 10.61%	599 10.96%	158 18.64%Tq
3	211 3.32%beq	195 3.65%Tb	4 0.66%	5 1.58%	8 4.28%b	4 0.66%	8 3.03%e	39 5.60%Tejkmn	18 3.44%e	28 5.04%Tekn	11 2.32%	5 1.58%	25 4.15%e	26 3.11%e	18 2.11%	22 4.03%e	8 4.28%e	143 2.63%	68 8.00%Tq
4	52 0.82%q	48 0.91%	3 0.49%	1 0.49%	- -	3 0.49%	1 0.57%	8 1.14%	5 1.02%	4 0.68%	5 1.08%	1 0.49%	2 0.35%	8 1.01%	9 1.02%	5 1.00%	- -	38 0.69%	15 1.74%Tq
5	8 0.13%	7 0.14%	- -	- -	1 0.38%	- -	- -	- -	- -	2 0.34%	- -	- -	3 0.46%	- -	3 0.31%	- -	1 0.38%	8 0.15%	- -
6+	9 0.14%q	9 0.16%	* 0.09%	- -	- -	* 0.09%	- -	* 0.05%	- -	- -	- -	- -	* 0.07%	7 0.83%T	1 0.12%	- -	- -	5 0.10%	4 0.47%q
Mean	0.54beq	0.55Tb	0.42	0.43	0.52	0.42	0.47	0.61ekn	0.52	0.65Tefhjkno	0.50	0.43	0.53	0.65Tefhjkno	0.48	0.51	0.52	0.48	0.94Tq
Standard deviation	0.93	0.95	0.77	0.80	0.89	0.77	0.82	0.99	0.90	0.97	0.86	0.80	0.95	1.09	0.91	0.92	0.89	0.89	1.13
Standard error	0.01	0.01	0.03	0.05	0.06	0.03	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.03	0.04	0.06	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 191
How many people under the age of 18 live in your household?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
None	4382 68.77%cfi	3628 68.75%cfi	926 71.82%Tacfi	152 61.77%	287 77.73%Tacfhi	28 67.20%	689 61.78%	405 73.76%Tacfi	717 69.69%cfi	194 58.65%	17 64.83%	72 72.68%i	41 79.66%cfi	20 76.52%
1	947 14.87%d	791 14.98%d	185 14.37%d	38 15.45%d	25 6.89%	6 13.96%	217 19.44%Tabdghl	67 12.11%d	131 12.73%d	78 23.70%Tabcdgh l	3 12.61%	20 20.29%d	4 6.95%	5 19.82%
2	761 11.95%	627 11.88%	138 10.68%	41 16.72%abgk	48 12.95%	8 18.83%	148 13.28%	56 10.17%	125 12.12%	36 11.03%	6 22.56%	6 6.35%	6 11.44%	1 3.66%
3	211 3.32%	181 3.44%	34 2.66%	6 2.59%	9 2.43%	- -	48 4.35%	20 3.61%	40 3.89%	17 5.26%b	- -	1 0.68%	1 1.95%	- -
4	52 0.82%	42 0.80%	5 0.41%	9 3.48%Tabdfgh	- -	- -	12 1.08%	2 0.35%	11 1.02%	4 1.24%	- -	- -	- -	- -
5	8 0.13%a	3 0.05%	- -	- -	- -	- -	- -	- -	3 0.25%a	- -	- -	- -	- -	- -
6+	9 0.14%	5 0.10%	1 0.07%	- -	- -	- -	1 0.08%	- -	3 0.29%	* 0.13%	- -	- -	- -	- -
Mean	0.54bdg	0.53bdg	0.46	0.71Tabdgkl	0.40	0.52	0.64Tabdgk	0.45	0.56bd	0.67Tabdgkl	0.58	0.35	0.36	0.27
Standard deviation	0.93	0.92	0.86	1.06	0.80	0.80	0.97	0.84	0.99	0.98	0.85	0.63	0.77	0.53
Standard error	0.01	0.01	0.02	0.07	0.04	0.14	0.03	0.04	0.03	0.05	0.16	0.06	0.10	0.11

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 192
How many people under the age of 18 live in your household?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
None	4382 68.77%nrwz	4325 68.61%rz	147 63.41%	758 67.85%rz	310 72.66%orwz	23 47.60%	719 69.65%rz	408 74.22%Tnopruwz	396 66.20%rz	300 68.82%rz	495 65.03%r	90 70.55%rz	97 82.26%Tnoprsuvwz	247 59.00%	73 70.89%r
1	947 14.87%	945 15.00%T	40 17.23%	181 16.17%q	49 11.38%	15 30.56%Tnpqstuvwyz A	147 14.21%	81 14.66%	91 15.25%	62 14.24%	125 16.44%q	20 15.39%	12 9.96%	64 15.35%	13 12.33%
2	761 11.95%t	757 12.00%t	38 16.29%t	136 12.15%	50 11.61%	5 10.46%	120 11.64%	46 8.34%	78 13.03%t	47 10.84%	99 13.05%t	16 12.52%	9 7.78%	81 19.44%Tnpqstuvwy	10 10.24%
3	211 3.32%	208 3.30%	4 1.53%	32 2.91%	12 2.77%	6 11.38%Tnopqstxy	34 3.30%	12 2.12%	26 4.40%y	17 3.99%	32 4.23%y	2 1.53%	- -	24 5.67%Tnopty	6 6.17%y
4	52 0.82%	51 0.81%	4 1.54%	10 0.87%	4 0.93%	- -	10 0.94%	2 0.43%	7 1.12%	5 1.07%	7 0.94%	- -	- -	1 0.34%	* 0.37%
5	8 0.13%	8 0.13%	- -	- -	3 0.65%Tnp	- -	2 0.21%	1 0.23%	- -	2 0.43%	- -	- -	- -	- -	- -
6+	9 0.14%	9 0.15%	- -	1 0.05%	- -	- -	1 0.05%	- -	- -	3 0.61%Tn	2 0.31%	- -	- -	1 0.20%	- -
Mean	0.54ty	0.54ty	0.61ty	0.53ty	0.50y	0.86pqtxy	0.53ty	0.41	0.59ty	0.58ty	0.61Tnty	0.45	0.26	0.74Tnpqstuxy	0.53y
Standard deviation	0.93	0.93	0.92	0.89	0.94	1.02	0.93	0.80	0.95	1.05	1.02	0.77	0.59	1.05	0.94
Standard error	0.01	0.01	0.06	0.03	0.05	0.15	0.03	0.03	0.04	0.05	0.04	0.07	0.05	0.05	0.09

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 193
How many people under the age of 18 live in your household?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
None	4382 68.77%f iopqtx	4167 68.55%f i	905 69.70%f i	193 68.00%i	319 77.24%T abcfhi	19 58.90%	780 62.41%	444 73.40%T afhi	931 68.12%f i	219 58.92%	24 69.64%	86 76.32%f i	47 80.81%a fhi	19 66.87%	2147 62.52%p	244 55.85%	1158 61.49%	109 64.09%	613 67.50%o pq	497 45.21%	2498 73.61%T t	993 76.20%T t	1488 73.90%T x	2738 66.69%
1	947 14.87%d v	906 14.90%d	196 15.07%d	42 14.68%d	32 7.82%	3 10.14%	236 18.86%T abdghl	83 13.70%d	186 13.59%d	74 19.95%T adghl	4 11.44%	20 17.49%d	4 6.08%	8 29.64%	615 17.91%T s	103 23.51%T ors	355 18.85%T s	26 15.09%	125 13.80%	170 15.50%	535 15.76%v	158 12.14%	274 13.59%	638 15.54%
2	761 11.95%g uvw	743 12.22%T g	158 12.14%	35 12.30%	49 11.95%	8 26.47%	168 13.42%gk	54 8.96%	174 12.75%g	60 16.29%T agk	6 18.92%	6 5.60%	7 11.40%	1 3.49%	490 14.27%T	78 17.91%T o	259 13.74%T	27 15.57%	120 13.20%	254 23.08%Tu v	320 9.43%	115 8.84%	177 8.79%	534 13.01%Tw
3	211 3.32%u	199 3.27%	34 2.61%	5 1.68%	12 2.99%	- -	52 4.16%	20 3.28%	55 4.05%	14 3.77%	- -	1 0.60%	1 1.71%	- -	137 3.99%Tp	8 1.87%	91 4.86%To p	6 3.31%	32 3.48%	123 11.23%Tu v	41 1.21%	32 2.43%u	60 2.99%	145 3.54%
4	52 0.82%bu v	48 0.79%b	3 0.27%	8 2.79%Tabdg	- -	1 4.49%	14 1.09%b	4 0.65%	14 1.04%b	4 0.96%	- -	- -	- -	- -	36 1.05%	3 0.66%	17 0.91%	3 1.94%	13 1.40%	42 3.85%Tuv	- -	3 0.19%u	10 0.49%	39 0.95%
5	8 0.13%	7 0.11%	3 0.21%	- -	- -	- -	- -	- -	3 0.19%	- -	- -	- -	- -	- -	4 0.12%	- -	1 0.08%	- -	3 0.29%	8 0.73%Tuv	- -	- -	2 0.09%	5 0.12%
6+	9 0.14%	9 0.15%	- -	2 0.54%b	- -	- -	1 0.07%	- -	4 0.26%	* 0.11%	- -	- -	- -	- -	5 0.15%	1 0.21%	1 0.07%	- -	3 0.33%	4 0.40%u	- -	3 0.21%u	3 0.15%	6 0.15%
Mean	0.54dgk uvw	0.54dgk	0.49k	0.60dgk	0.41	0.81	0.63Tab dgkl	0.44	0.58bdg k	0.68Tab dgkl	0.49	0.30	0.34	0.37	0.64T	0.70T	0.65T	0.64	0.60	1.17Tuv	0.38	0.39	0.43	0.58Tw
Standard deviation	0.93	0.93	0.85	1.13	0.81	1.12	0.96	0.84	0.99	0.97	0.80	0.60	0.75	0.56	0.99	0.98	0.98	0.99	1.02	1.32	0.71	0.80	0.85	0.96
Standard error	0.01	0.01	0.02	0.07	0.04	0.21	0.03	0.03	0.03	0.05	0.14	0.05	0.09	0.11	0.02	0.05	0.02	0.08	0.04	0.04	0.01	0.02	0.02	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 194
How many people aged 18 and over live in your household?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
1	1605 25.20%cdjlq	749 24.09%	855 26.37%	89 10.12%	189 17.79%c	246 24.89%cd	303 27.65%cd	243 26.46%cd	360 35.73%Tcdefg	176 41.78%Tcdefg	373 21.52%l	537 29.90%Tjl	169 13.10%	526 33.96%Tjkl	910 25.78%	695 24.47%	1353 26.31%Tq	252 20.54%
2	3278 51.46%cfkmp	1621 52.14%	1645 50.76%	277 31.52%	622 58.45%Tcf	592 59.99%Tcfg	502 45.86%c	489 53.34%cf	567 56.36%Tcf	229 54.23%cf	913 52.68%km	867 48.26%	796 61.54%Tjkm	703 45.38%	1780 50.43%	1498 52.74%	2573 50.03%	706 57.45%Tp
3	918 14.41%ehi	471 15.16%	445 13.73%	263 29.86%Tdefghi	132 12.39%hi	112 11.38%hi	206 18.79%Tdeghi	131 14.23%hi	60 6.01%	14 3.37%	272 15.71%	235 13.08%	210 16.21%km	201 12.99%	507 14.37%	411 14.46%	722 14.04%	196 15.96%
4	394 6.19%ehiq	186 5.99%	204 6.30%	163 18.49%Tdefghi	80 7.48%ehi	29 2.89%i	58 5.32%ehi	48 5.18%ehi	16 1.63%	1 0.33%	112 6.46%	111 6.18%	89 6.88%	82 5.31%	223 6.32%	171 6.02%	338 6.57%Tq	56 4.58%
5	119 1.87%eghioq	56 1.80%	62 1.91%	61 6.95%Tdefghi	24 2.24%eghi	5 0.50%	23 2.10%eghi	5 0.58%h	- -	1 0.29%	47 2.72%Tl	31 1.75%	15 1.19%	25 1.64%	79 2.23%	41 1.44%	107 2.08%Tq	12 1.00%
6+	56 0.88%gh	26 0.83%	30 0.92%	27 3.06%Tefghi	18 1.65%Tefghi	3 0.35%	3 0.29%	2 0.21%	3 0.27%	- -	16 0.91%	15 0.83%	14 1.07%	11 0.72%	31 0.87%	25 0.88%	50 0.97%	6 0.48%
Mean	2.11eghikm	2.13	2.10	2.93Tdefghi	2.24Tefghi	1.95hi	2.09ehi	2.01hi	1.75i	1.63	2.20Tkm	2.05	2.26Tkm	1.98	2.12	2.11	2.12	2.10
Standard deviation	1.01	1.00	1.02	1.33	1.07	0.76	0.96	0.84	0.68	0.60	1.04	1.03	0.93	1.00	1.04	0.98	1.05	0.85
Standard error	0.01	0.02	0.02	0.05	0.03	0.02	0.03	0.03	0.02	0.03	0.02	0.02	0.03	0.03	0.02	0.02	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 195
How many people aged 18 and over live in your household?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
1	1605 25.20%dipr	1344 25.13%d	172 32.32%Tacd	62 20.51%	28 14.63%	172 32.32%Tfgijklnop	50 19.54%	166 23.51%p	143 27.58%fikp	105 18.84%	116 25.30%ip	62 20.51%	153 25.57%ip	250 29.77%Tfgikp	227 26.03%ip	134 24.68%ip	28 14.63%	1446 26.48%Tr	149 17.51%
2	3278 51.46%mr	2732 51.11%	256 48.12%	174 57.34%b	117 61.09%Tab	256 48.12%m	133 52.38%m	380 53.98%m	280 53.90%m	303 54.39%m	239 52.22%m	174 57.34%em	309 51.48%m	349 41.49%	444 50.90%m	297 54.66%m	117 61.09%Telmn	2935 53.73%Tr	317 37.39%
3	918 14.41%q	768 14.37%	74 13.92%	45 14.75%	31 16.37%	74 13.92%	40 15.75%	104 14.79%	67 12.91%	81 14.50%	59 12.93%	45 14.75%	93 15.54%	129 15.31%	128 14.64%	68 12.44%	31 16.37%	718 13.14%	188 22.16%Tq
4	394 6.19%beq	346 6.47%b	20 3.79%	16 5.22%	12 6.43%	20 3.79%	18 7.29%	36 5.15%	21 3.98%	29 5.17%	37 8.06%eh	16 5.22%	34 5.64%	80 9.55%Teghikl	56 6.42%	35 6.45%	12 6.43%	281 5.14%	106 12.51%Tq
5	119 1.87%q	107 2.01%	8 1.51%	4 1.39%	- -	8 1.51%	9 3.71%jnop	16 2.34%	8 1.62%	25 4.46%Tehjklmnop	5 0.99%	4 1.39%	8 1.33%	19 2.25%	11 1.21%	6 1.14%	- -	57 1.04%	61 7.16%Tq
6+	56 0.88%q	49 0.91%	2 0.34%	2 0.80%	3 1.49%	2 0.34%	3 1.34%h	2 0.23%	- -	15 2.64%Teghjlno	2 0.50%	2 0.80%	3 0.43%	14 1.62%Tgh	7 0.81%	3 0.63%	3 1.49%h	26 0.47%	28 3.28%Tq
Mean	2.11behq	2.13b	1.96	2.12b	2.21b	1.96	2.29Teghjlno	2.10e	1.98	2.32Teghjklno	2.09	2.12e	2.08	2.19Teh	2.09e	2.07	2.21eh	2.02	2.69Tq
Standard deviation	1.01	1.02	0.96	0.90	0.88	0.96	1.12	0.91	0.84	1.24	0.93	0.90	0.97	1.19	0.97	0.94	0.88	0.89	1.44
Standard error	0.01	0.01	0.04	0.05	0.06	0.04	0.07	0.03	0.04	0.05	0.04	0.05	0.04	0.04	0.03	0.04	0.06	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 196
How many people aged 18 and over live in your household?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
1	1605 25.20%afh	1260 23.88%fh	301 23.32%	47 19.09%	110 29.82%abcfh	16 37.97%	226 20.22%	184 33.48%Tabcfhi	199 19.34%	77 23.27%	3 11.58%	28 28.36%	29 57.41%Tabcdfg hik	10 36.48%
2	3278 51.46%	2769 52.48%T	682 52.88%	128 51.90%	214 57.81%Tghil	15 35.14%	628 56.32%Taghil	271 49.28%	515 50.00%	161 48.74%	19 71.24%	52 51.69%	20 38.40%	15 57.57%
3	918 14.41%dgl	764 14.48%dgl	197 15.29%dgl	45 18.30%dgl	32 8.61%l	9 20.82%	191 17.12%Tadgl	47 8.53%l	156 15.15%dgl	61 18.32%dgl	2 6.91%	12 12.50%l	- -	- -
4	394 6.19%df	336 6.37%df	78 6.04%	21 8.47%df	11 3.08%	3 6.07%	48 4.31%	39 7.01%df	97 9.41%Tabdf	20 6.13%	3 10.28%	7 7.45%	2 4.19%	2 5.95%
5	119 1.87%	104 1.97%	23 1.79%	2 0.95%	3 0.69%	- -	18 1.62%	7 1.33%	46 4.50%Tabcdfgi	4 1.34%	- -	- -	- -	- -
6+	56 0.88%	43 0.81%	9 0.69%	3 1.29%	- -	- -	4 0.40%	2 0.36%	16 1.60%Tadf	7 2.20%Tabdfg	- -	- -	- -	- -
Mean	2.11dgl	2.13Tdgl	2.12dgl	2.25dgl	1.87l	1.95	2.12dgl	1.95l	2.36Tabdfgkl	2.24dgl	2.16	1.99l	1.51	1.75
Standard deviation	1.01	1.00	0.95	1.02	0.74	0.92	0.86	0.94	1.21	1.24	0.77	0.84	0.72	0.75
Standard error	0.01	0.01	0.03	0.07	0.04	0.16	0.03	0.04	0.04	0.07	0.15	0.08	0.09	0.15

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 197
How many people aged 18 and over live in your household?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
1	1605 25.20%z	1585 25.14%z	46 19.91%	282 25.21%	128 30.13%Tnorvxz	6 13.10%	272 26.35%z	136 24.73%	155 25.85%	97 22.37%	191 25.09%	22 17.41%	37 31.16%orxz	85 20.35%	32 31.43%xz
2	3278 51.46%qv	3245 51.48%qv	128 55.09%q	602 53.92%qv	194 45.61%	24 49.34%	565 54.76%Tnqv	280 50.99%	303 50.60%	199 45.74%	393 51.66%	63 49.48%	53 44.57%	223 53.37%	54 52.78%
3	918 14.41%s	908 14.40%s	38 16.41%s	149 13.30%	64 15.08%s	8 16.67%	110 10.62%	94 17.03%s	87 14.56%s	80 18.40%Tnps	116 15.23%s	22 17.36%	13 11.44%	76 18.25%Tnps	9 8.90%
4	394 6.19%	393 6.23%	17 7.15%	67 6.03%	24 5.56%	6 12.82%	59 5.72%	31 5.64%	36 6.06%	27 6.24%	40 5.32%	16 12.70%Tnpqstuvwz	8 6.60%	24 5.76%	7 6.58%
5	119 1.87%p	118 1.87%p	3 1.19%	10 0.86%	12 2.85%p	1 1.04%	18 1.72%	7 1.26%	10 1.60%	24 5.54%Tnopstuwz	13 1.74%	3 2.55%	7 6.24%Tnopstuwz A	8 1.91%	* 0.31%
6+	56 0.88%	55 0.87%	1 0.25%	7 0.67%	3 0.77%	3 7.03%Tnopqstuwxyz A	9 0.84%	2 0.35%	8 1.34%	7 1.72%	7 0.97%	1 0.50%	- -	1 0.35%	- -
Mean	2.11s	2.12s	2.16	2.07	2.08	2.66Tnopqstuwyz A	2.05	2.09	2.11	2.32Tnpqstuw A	2.11	2.35Tnpqstuw A	2.12	2.17A	1.92
Standard deviation	1.01	1.01	0.89	0.96	1.06	1.46	0.97	0.91	1.02	1.17	1.05	1.02	1.12	0.91	0.83
Standard error	0.01	0.01	0.06	0.03	0.05	0.21	0.03	0.04	0.04	0.06	0.04	0.09	0.10	0.04	0.08

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 198
How many people aged 18 and over live in your household?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
1	1605 25.20%a bfhopqs x	1503 24.72%f h	291 22.41%	77 27.12%f	128 30.93%T abfh	9 27.84%	245 19.63%	201 33.17%T abfhi	298 21.79%	95 25.49%f	3 8.87%	33 29.35%f	33 55.94%T abcdfgh ik	9 32.53%	624 18.17%	81 18.63%	329 17.49%	40 23.41%	166 18.25%	335 30.48%T u	831 24.48%	352 27.03%	609 30.27%T x	944 22.98%
2	3278 51.46%l tw	3178 52.27%T l	695 53.55%l	137 48.43%	226 54.74%l	12 39.08%	704 56.33%T achil	312 51.48%l	688 50.32%l	181 48.75%	24 72.06%	58 51.08%	21 35.30%	15 53.36%	1839 53.55%T s	249 57.09%T	1019 54.11%T	94 54.89%	455 50.18%	357 32.45%	1983 58.43%T tv	681 52.25%t	975 48.41%	2178 53.04%Tw
3	918 14.41%a gluv	861 14.15%g l	208 16.01%d gl	43 15.10%g l	45 10.89%l	8 26.23%	224 17.93%Ta dghl	48 7.94%	181 13.22%g l	61 16.57%dg l	2 5.31%	14 12.34%l	1 2.13%	2 8.43%	609 17.73%T p	56 12.87%	376 19.97%T op	22 13.14%	149 16.44%	172 15.64%v	458 13.49%	155 11.89%	288 14.32%	586 14.26%
4	394 6.19%df u	377 6.20%df	75 5.78%	21 7.30%d	13 3.20%	2 6.85%	56 4.52%	37 6.06%	122 8.93%Ta bdf	25 6.85%d	5 13.76%	7 6.57%	2 3.67%	2 5.68%	257 7.47%Tq	35 7.97%	122 6.50%	10 6.04%	87 9.56%T oq	128 11.65%Tu v	113 3.34%	88 6.77%u	105 5.22%	272 6.63%
5	119 1.87%du w	113 1.85%d	22 1.72%	1 0.40%	1 0.23%	- -	16 1.29%	6 0.93%	61 4.47%Ta bcdfgi	2 0.48%	- -	1 0.66%	2 2.96%d	- -	84 2.46%Tq	14 3.13%q	24 1.27%	3 1.47%	44 4.89%To q	70 6.38%Tu v	9 0.26%	22 1.72%u	24 1.21%	88 2.15%w
6+	56 0.88%af uv	49 0.81%f	7 0.53%	5 1.66%df	- -	- -	4 0.31%	3 0.42%	18 1.28%df	7 1.85%bdf	- -	- -	- -	- -	22 0.63%	1 0.32%	12 0.66%	2 1.05%	6 0.68%	37 3.40%Tuv	- -	4 0.33%u	11 0.57%	39 0.94%
Mean	2.11dgl uvw	2.11dgl	2.12dgl	2.11dgl	1.87l	2.12	2.12dgl	1.91l	2.29Tab cdfgkl	2.17dgl	2.24	1.98l	1.62	1.87	2.25T	2.21	2.22T	2.14	2.35Toq r	2.45Tuv	1.96	2.05u	2.01	2.16Tw
Standard deviation	1.01	1.00	0.92	1.04	0.74	0.91	0.84	0.90	1.18	1.19	0.81	0.86	0.93	0.80	0.99	0.97	0.93	1.15	1.10	1.49	0.73	0.94	0.94	1.03
Standard error	0.01	0.01	0.03	0.06	0.04	0.17	0.02	0.04	0.03	0.06	0.14	0.08	0.11	0.16	0.02	0.05	0.02	0.09	0.04	0.04	0.01	0.03	0.02	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 199
Gender
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Male	3108 48.79%bhk mq	3108 100.00%Tb	- -	401 45.56%	490 46.06%	509 51.54%cdh	543 49.55%	494 53.88%Tcdh	457 45.43%	215 50.89%	936 54.00%Tkm	814 45.28%	648 50.09%k	711 45.92%	1749 49.56%	1359 47.82%	2555 49.69%Tq	553 44.98%
Female	3241 50.88%agjp	- -	3241 100.00%Ta	470 53.40%g	568 53.40%eg	475 48.08%	553 50.45%	422 46.02%	548 54.51%Teg	206 48.82%	789 45.50%	977 54.39%Tjl	644 49.82%j	831 53.70%Tj	1766 50.03%	1476 51.93%	2574 50.06%	667 54.29%Tp
Other	18 0.28%ab	- -	- -	9 1.01%Tfgh	3 0.28%	3 0.35%	- -	1 0.10%	1 0.06%	1 0.29%	9 0.49%	4 0.20%	1 0.07%	5 0.33%	12 0.34%	6 0.21%	11 0.22%	7 0.55%
Prefer not to say	3 0.05%p	- -	- -	* 0.03%	3 0.27%T	* 0.03%	- -	- -	- -	- -	- -	2 0.13%	* 0.02%	1 0.05%	2 0.07%	1 0.04%	1 0.02%	2 0.19%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 200
Gender
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Male	3108 48.79%a	2569 48.06%	288 54.18%Ta	153 50.45%	98 51.47%	288 54.18%Thijln	139 54.98%hiln	341 48.42%	240 46.17%	257 46.28%	213 46.48%	153 50.45%	271 45.17%	431 51.33%	404 46.35%	273 50.19%	98 51.47%	2681 49.09%	402 47.35%
Female	3241 50.88%be	2760 51.63%Tb	242 45.50%	147 48.50%	93 48.53%	242 45.50%	113 44.75%	360 51.08%	279 53.83%ef	295 53.05%e	245 53.52%e	147 48.50%	326 54.45%ef	407 48.43%	465 53.30%ef	270 49.58%	93 48.53%	2767 50.65%	443 52.16%
Other	18 0.28%	13 0.25%	2 0.32%	3 1.06%Ta	- -	2 0.32%	* 0.15%	4 0.50%	- -	4 0.67%	- -	3 1.06%Thl	- -	1 0.17%	3 0.35%	1 0.18%	- -	14 0.25%	4 0.49%
Prefer not to say	3 0.05%q	3 0.06%	- -	- -	- -	- -	* 0.12%	- -	- -	- -	- -	- -	2 0.39%T	1 0.07%	- -	* 0.04%	- -	* *	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 201
Gender
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Male	3108 48.79%	2609 49.44%	659 51.12%	117 47.70%	186 50.32%	16 39.01%	550 49.35%	260 47.43%	488 47.41%	186 56.21%Tagh	7 27.06%	48 47.92%	29 57.40%	5 20.21%
Female	3241 50.88%i	2654 50.29%i	623 48.36%	129 52.30%	182 49.39%	25 60.99%	564 50.60%	284 51.74%	540 52.45%i	145 43.79%	19 72.94%	52 52.08%	22 42.60%	21 79.79%
Other	18 0.28%a	11 0.22%	4 0.34%	- -	1 0.29%	- -	- -	5 0.83%Taf	1 0.14%	- -	- -	- -	- -	- -
Prefer not to say	3 0.05%	3 0.05%	2 0.18%	- -	- -	- -	1 0.05%	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 202
Gender
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Male	3108 48.79%t	3066 48.64%t	137 58.92%Tnpqstxy	512 45.87%	191 44.74%	29 58.20%	495 47.92%t	229 41.76%	310 51.83%pt	220 50.54%t	389 51.12%t	58 45.91%	51 43.29%	212 50.59%t	62 60.18%Tnpqsty
Female	3241 50.88%o	3216 51.03%o	95 40.80%	599 53.61%oA	231 54.21%oA	21 41.80%	537 51.99%oA	319 58.02%Tnouvwz A	287 47.95%	213 48.95%	371 48.74%	69 54.09%o	66 55.79%oA	207 49.41%	41 39.82%
Other	18 0.28%	18 0.29%	1 0.28%	3 0.26%	4 1.05%Tns	- -	1 0.09%	1 0.22%	1 0.23%	2 0.51%	1 0.14%	- -	1 0.92%	- -	- -
Prefer not to say	3 0.05%n	3 0.05%	- -	3 0.26%Tn	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 203
Gender
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Male	3108 48.79%t	2966 48.78%	656 50.56%	131 46.26%	204 49.43%	9 26.98%	597 47.74%	304 50.18%	655 47.94%	186 50.02%	12 34.07%	55 48.23%	30 51.86%	3 11.31%	1750 50.96%Ts	256 58.67%Toqs	968 51.44%Ts	85 49.72%	418 46.05%	486 44.24%	1667 49.12%t	705 54.15%Ttu	948 47.09%	2015 49.07%
Female	3241 50.88%opqv	3095 50.91%	636 48.96%	152 53.54%	207 50.13%	23 73.02%	653 52.26%	297 49.07%	707 51.74%	185 49.81%	22 65.93%	59 51.77%	28 48.14%	25 88.69%	1677 48.83%p	179 41.04%	911 48.38%p	86 50.28%	487 53.64%opq	608 55.31%Tuv	1720 50.68%v	595 45.66%	1051 52.18%	2087 50.83%
Other	18 0.28%oqx	16 0.26%	4 0.30%	- -	2 0.44%f	- -	- -	5 0.75%af	4 0.30%	1 0.17%	- -	- -	- -	- -	4 0.13%	1 0.29%	* 0.02%	- -	3 0.31%	4 0.37%	7 0.20%	3 0.19%	15 0.73%Tx	3 0.08%
Prefer not to say	3 0.05%	3 0.05%	2 0.18%	1 0.20%	- -	- -	- -	- -	* 0.02%	- -	- -	- -	- -	- -	3 0.08%	- -	3 0.15%	- -	- -	1 0.08%	- -	- -	- -	1 0.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
16-17	114 1.79%defgh ilop	50 1.61%	59 1.82%	114 13.00%Tdefghi	- -	- -	- -	- -	- -	- -	45 2.61%Tlm	41 2.26%l	9 0.73%	19 1.23%	86 2.43%To	28 1.00%	82 1.60%	32 2.61%p
18-24	765 12.01%defg hilmoq	351 11.28%	411 12.67%	765 87.00%Tdefghi	- -	- -	- -	- -	- -	- -	316 18.25%Tklm	252 14.02%Tlm	112 8.67%m	85 5.47%	568 16.10%To	197 6.93%	677 13.17%Tq	88 7.16%
25-34	1064 16.70%cefg himq	490 15.76%	568 17.52%	- -	1064 100.00%Tcefghi	- -	- -	- -	- -	- -	286 16.52%m	311 17.30%m	260 20.13%Tjm	206 13.33%	597 16.91%	467 16.42%	927 18.03%Tq	136 11.09%
35-44	987 15.50%cdfg hijnq	509 16.37%	475 14.64%	- -	- -	987 100.00%Tcdfghi	- -	- -	- -	- -	219 12.63%	278 15.45%j	245 18.93%Tjk	246 15.89%j	496 14.06%	491 17.27%Tn	846 16.46%Tq	141 11.48%
45-54	1096 17.20%cdeg hijn	543 17.46%	553 17.05%	- -	- -	- -	1096 100.00%Tcdeghi	- -	- -	- -	218 12.60%	297 16.55%j	228 17.64%j	352 22.72%Tjkl	516 14.61%	580 20.41%Tn	877 17.06%	218 17.77%
55-64	917 14.40%bcde fhiknp	494 15.90%Tb	422 13.02%	- -	- -	- -	- -	917 100.00%Tcdefhi	- -	- -	252 14.55%	215 11.96%	199 15.39%k	252 16.25%k	467 13.23%	451 15.86%Tn	664 12.91%	253 20.62%Tp
65+	1428 22.41%cdef glp	672 21.61%	754 23.27%	- -	- -	- -	- -	- -	1006 100.00%Tcd efg	422 100.00%Tcde fg	396 22.84%l	404 22.47%l	239 18.52%	389 25.11%Tl	800 22.66%	628 22.11%	1068 20.77%	360 29.28%Tp
NET: 18-34	1829 28.70%aefg himoq	840 27.04%	979 30.19%Ta	765 87.00%Tef ghi	1064 100.00%Tcefghi	- -	- -	- -	- -	- -	603 34.77%Tlm	563 31.32%Tm	372 28.80%m	291 18.80%	1165 33.01%To	664 23.35%	1604 31.20%Tq	224 18.25%
NET: 35-54	2083 32.69%cdgh ijnq	1052 33.83%	1027 31.70%	- -	- -	987 100.00%Tcd ghi	1096 100.00%Tcdghi	- -	- -	- -	437 25.23%	575 32.00%j	473 36.57%Tjk	598 38.61%Tjk	1012 28.67%	1071 37.68%Tn	1723 33.51%Tq	359 29.24%
NET: 55+	2345 36.81%cdef klp	1166 37.51%	1177 36.30%	- -	- -	- -	- -	917 100.00%Tcd ef	1006 100.00%Tcd ef	422 100.00%Tcde f	648 37.39%	619 34.43%	438 33.90%	640 41.35%Tkl	1267 35.88%	1079 37.96%	1732 33.69%	613 49.89%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Average age	47.33cdejk np	47.76	47.03	21.02	30.03c	39.83cd	49.83Tcde	59.57Tcdef	69.11Tcdef g	78.33Tcdef gh	45.87	46.13	46.81	50.80Tjkl	46.00	48.99Tn	46.16	52.23Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 205
Age
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
16-17	114 1.79%q	105 1.95%	3 0.59%	7 2.20%	- -	3 0.59%	1 0.44%	16 2.29%e	9 1.79%	14 2.59%ep	7 1.54%	7 2.20%	6 0.96%	25 3.02%Tefl op	19 2.24%e	6 1.09%	- -	62 1.14%	52 6.12%Tq
18-24	765 12.01%c dklnpq	675 12.63%Tcd	59 11.12%d	23 7.58%	8 4.04%	59 11.12%lp	41 16.01%kln p	86 12.16%lp	77 14.88%kln p	95 17.00%Teg jklnp	50 10.98%lp	23 7.58%	40 6.73%	137 16.31%Tejk lnp	81 9.32%p	68 12.58%lp	8 4.04%	490 8.97%	263 30.93%Tq
25-34	1064 16.70%q	895 16.75%	81 15.28%	56 18.53%	31 16.29%	81 15.28%	32 12.56%	119 16.94%	79 15.19%	112 20.06%f	76 16.70%	56 18.53%	90 15.04%	144 17.16%	152 17.39%	91 16.81%	31 16.29%	849 15.53%	198 23.32%Tq
35-44	987 15.50%q	834 15.60%	82 15.35%	43 14.07%	29 15.19%	82 15.35%	38 14.97%	115 16.34%	82 15.89%	69 12.37%	69 15.07%	43 14.07%	103 17.18%i	142 16.90%i	145 16.69%	70 12.94%	29 15.19%	815 14.92%	163 19.23%Tq
45-54	1096 17.20%a r	875 16.37%	115 21.72%Ta	65 21.51%a	40 20.96%	115 21.72%Tgm n	41 16.20%	104 14.81%	88 16.87%	96 17.24%	74 16.23%	65 21.51%gmn	113 18.88%	132 15.66%	128 14.72%	99 18.17%	40 20.96%	976 17.86%Tr	109 12.84%
55-64	917 14.40%m r	776 14.51%	61 11.54%	37 12.19%	43 22.72%Tab c	61 11.54%	41 16.11%	114 16.13%m	78 15.01%	67 11.98%	80 17.44%eim	37 12.19%	102 17.03%eim	98 11.71%	119 13.67%	77 14.21%	43 22.72%Teh ikmno	869 15.91%Tr	43 5.07%
65+	1428 22.41%m r	1186 22.19%	130 24.40%	72 23.91%	40 20.80%	130 24.40%	60 23.70%	150 21.32%	106 20.39%	104 18.77%	101 22.04%	72 23.91%	145 24.19%	162 19.24%	226 25.97%Thi m	132 24.20%	40 20.80%	1402 25.66%Tr	21 2.49%
NET: 18-34	1829 28.70%d lpq	1571 29.38%Td	140 26.40%	79 26.12%	39 20.34%	140 26.40%	72 28.57%	205 29.10%lp	156 30.07%lp	206 37.06%Tef ghjklnop	127 27.68%	79 26.12%	130 21.77%	281 33.46%Tek lnp	233 26.71%	160 29.39%lp	39 20.34%	1339 24.51%	461 54.25%Tq
NET: 35-54	2083 32.69%a	1709 31.97%	197 37.07%a	108 35.58%	69 36.15%	197 37.07%i	79 31.17%	219 31.15%	170 32.75%	165 29.61%	143 31.30%	108 35.58%	216 36.05%i	274 32.56%	274 31.41%	169 31.11%	69 36.15%	1791 32.78%	272 32.07%
NET: 55+	2345 36.81%i mr	1962 36.70%	191 35.95%	109 36.10%	83 43.52%	191 35.95%	101 39.81%im	264 37.46%im	184 35.39%	171 30.75%	181 39.48%im	109 36.10%	247 41.22%Tim	260 30.95%	346 39.65%im	209 38.41%im	83 43.52%im	2271 41.57%Tr	64 7.57%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 205
Age
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Average age	47.33aimr	47.05	48.30	48.64	50.38Ta	48.30im	47.49i	46.71i	46.33	44.13	47.96im	48.64im	49.87Tghim	44.55	48.90Thim	48.01im	50.38Tghim	49.61Tr	33.32

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 206
Age
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
16-17	114 1.79%a	80 1.51%	17 1.32%	12 4.99%Tabdfhi	3 0.87%	- -	15 1.36%	13 2.35%	15 1.42%	3 0.96%	- -	- -	- -	- -
18-24	765 12.01%adgkl	576 10.91%dk	139 10.76%d	45 18.47%Tabdfghkl	16 4.36%	19 44.87%	122 10.90%d	49 8.93%d	114 11.04%dk	63 19.01%Tabdfghkl	1 3.60%	4 3.64%	1 2.44%	2 5.95%
25-34	1064 16.70%abg	807 15.29%b	168 13.07%	45 18.19%	51 13.94%	8 18.22%	172 15.41%	73 13.22%	176 17.10%b	77 23.40%Tabdfghl	2 8.23%	13 13.00%	4 7.17%	2 8.91%
35-44	987 15.50%ab	792 15.01%b	154 11.93%	38 15.47%	60 16.17%	10 25.00%	175 15.72%b	85 15.43%	165 16.00%b	56 16.81%	9 34.15%	17 17.48%	7 13.81%	2 5.94%
45-54	1096 17.20%g	904 17.13%g	217 16.85%	37 15.06%	69 18.76%	1 1.65%	214 19.17%g	74 13.39%	170 16.53%	56 16.82%	5 17.33%	22 22.26%g	10 18.80%	7 24.65%
55-64	917 14.40%ci	802 15.19%Tci	220 17.05%Tci	18 7.11%	66 17.74%ci	- -	181 16.27%ci	91 16.65%ci	140 13.65%c	31 9.35%	5 20.28%	23 23.33%Tchi	9 18.34%c	4 14.55%
65+	1428 22.41%i	1317 24.95%Tfi	374 29.03%Tacfhi	51 20.70%	104 28.16%Tfi	4 10.25%	236 21.16%i	165 30.03%Tacfhi	250 24.26%i	45 13.64%	4 16.41%	20 20.29%	20 39.44%Tacfhik	11 40.00%
NET: 18-34	1829 28.70%abdgkl	1383 26.20%dgl	307 23.83%l	90 36.66%Tabdfghkl	68 18.30%	26 63.10%	293 26.32%dl	122 22.15%l	290 28.14%bdgkl	140 42.41%Tabdfghkl	3 11.83%	17 16.64%	5 9.61%	4 14.86%
NET: 35-54	2083 32.69%b	1696 32.14%b	371 28.78%	75 30.54%	129 34.92%	11 26.65%	389 34.89%bg	158 28.82%	335 32.53%	111 33.63%	13 51.48%	40 39.74%b	17 32.61%	8 30.59%
NET: 55+	2345 36.81%ci	2118 40.14%Tci	594 46.08%Tacfhi	68 27.81%	170 45.90%Tacfhi	4 10.25%	417 37.44%ci	256 46.68%Tacfhi	390 37.91%ci	76 23.00%	10 36.69%	43 43.62%ci	29 57.79%Tacfhi	14 54.55%
Average age	47.33ci	48.76Tci	50.72Tacfhi	43.23	51.88Tacfhi	33.25	48.00ci	50.97Tacfhi	48.04ci	41.34	49.55	51.30ci	56.57Tabcfhi	55.58

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 207
Age
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
16-17	114 1.79%	112 1.78%	4 1.75%	21 1.85%	9 2.13%	2 3.05%	19 1.87%	16 2.85%w	15 2.56%	6 1.28%	8 1.04%	- -	5 3.84%wz	4 0.94%	2 1.82%
18-24	765 12.01%stA	760 12.06%stA	34 14.68%stA	139 12.43%stA	81 18.88%Tnpstu A	8 17.07%stA	75 7.30%	38 7.00%	65 10.82%s	69 15.74%TnstA	115 15.06%TnstA	14 10.72%	16 13.80%stA	58 13.94%stA	4 4.07%
25-34	1064 16.70%ty	1057 16.76%ty	33 14.37%ty	202 18.09%ty	85 19.86%ty	18 36.60%Tnopqs tvwxyz	174 16.81%ty	48 8.76%	132 22.06%Tnostv yz	69 15.91%ty	137 18.02%ty	19 14.83%y	6 5.48%	60 14.23%ty	21 20.30%ty
35-44	987 15.50%ot	983 15.59%ot	20 8.64%	171 15.34%ot	68 16.00%ot	12 23.60%ot	194 18.80%Tnotv	54 9.79%	113 18.83%otv	57 13.08%	130 17.02%ot	25 19.33%ot	15 12.98%	60 14.31%	20 19.90%ot
45-54	1096 17.20%	1090 17.29%	30 12.81%	204 18.23%	74 17.39%	4 8.10%	166 16.09%	94 17.08%	108 18.04%	67 15.46%	126 16.57%	22 16.98%	16 13.85%	96 23.01%Tnosvw	20 19.10%
55-64	917 14.40%p	905 14.36%p	47 20.22%Tnpquw z	133 11.88%	50 11.66%	4 8.41%	153 14.78%	101 18.38%Tnpquw	76 12.71%	72 16.51%p	96 12.56%	21 16.84%	26 21.78%Tnpquw z	54 12.89%	23 22.45%Tnpquwz
65+	1428 22.41%nqruA	1397 22.17%qruA	64 27.52%qruwA	248 22.19%qru	60 14.07%	2 3.18%	251 24.34%qruwA	199 36.14%Tnopqr suvwxzA	90 14.99%	96 22.01%qru	150 19.73%qr	27 21.28%r	33 28.26%qruA	87 20.68%qru	13 12.37%
NET: 18-34	1829 28.70%sty	1817 28.82%sty	68 29.06%t	341 30.52%sty	165 38.74%Tnopst xyzA	26 53.67%Tnopst uvwxyzA	249 24.12%t	87 15.76%	197 32.88%Tsty	138 31.65%sty	252 33.08%Tnsty	32 25.56%t	23 19.28%	118 28.17%t	25 24.37%
NET: 35-54	2083 32.69%ot	2072 32.88%Tot	50 21.45%	375 33.56%ot	142 33.39%o	16 31.70%	360 34.89%otv	148 26.87%	221 36.86%otv	124 28.54%	256 33.59%ot	46 36.32%o	32 26.83%	156 37.32%otv	40 38.99%ot
NET: 55+	2345 36.81%nqruw	2302 36.53%qruw	111 47.74%Tnpqrs uwz	381 34.07%qru	110 25.74%	6 11.58%	404 39.12%pqruw	300 54.52%Tnpqrs uvwxzA	166 27.70%	168 38.52%qru	246 32.28%qr	48 38.13%qru	59 50.05%Tnpqrs uvwz	140 33.57%qr	36 34.82%r
Average age	47.33nqruw	47.24qruw	49.64qruw	46.71qru	42.35r	35.10	48.63Tnpqruw	54.15Tnopqrs uvwxzA	43.99r	46.78qru	45.74qr	47.62qr	51.15Tnpqruv w	47.22qru	46.78qr

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 208
Age
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
16-17	114 1.79%adfu	96 1.57%d	21 1.60%	11 3.77%Tabdfi	1 0.23%	- -	12 1.00%	17 2.79%adf	29 2.13%d	3 0.85%	- -	- -	- -	- -	54 1.58%	8 1.91%	23 1.24%	4 2.16%	19 2.08%	39 3.54%Tuv	8 0.24%	25 1.89%u	35 1.74%	71 1.74%
18-24	765 12.01%adguw	678 11.15%dg	139 10.69%dg	42 14.64%dg	26 6.18%	11 35.73%	152 12.19%dg	41 6.81%	158 11.57%dg	69 18.72%Tabdfghkl	2 6.77%	7 6.50%	4 6.54%	2 5.68%	455 13.24%Tq	89 20.49%Toqs	219 11.66%	29 17.07%	113 12.46%	171 15.59%Tu	260 7.65%	180 13.79%u	210 10.41%	506 12.33%
25-34	1064 16.70%buw	1009 16.60%	189 14.54%	50 17.64%	57 13.78%	9 28.76%	200 16.02%	96 15.88%	245 17.90%b	85 22.97%Tabdfgl	7 20.47%	22 19.82%	5 9.10%	3 10.38%	570 16.59%	88 20.05%	300 15.92%	28 16.50%	149 16.39%	182 16.54%	482 14.20%	303 23.24%Ttu	258 12.83%	743 18.10%Tw
35-44	987 15.50%bpu	956 15.72%b	154 11.84%	51 17.94%b	69 16.58%b	5 15.68%	195 15.56%b	95 15.73%b	249 18.23%Tab	64 17.33%b	10 29.57%	18 15.76%	8 13.78%	2 5.66%	558 16.25%p	49 11.19%	318 16.88%p	29 16.83%	150 16.48%p	239 21.75%Tuv	483 14.24%	214 16.42%	285 14.13%	653 15.90%
45-54	1096 17.20%p	1063 17.48%Tg	219 16.87%	41 14.59%	78 18.85%	1 2.16%	248 19.86%Tag	85 14.02%	234 17.10%	65 17.57%	5 13.31%	24 20.87%	12 20.44%	9 34.25%	600 17.47%p	50 11.48%	378 20.06%Tops	23 13.49%	144 15.88%	212 19.32%	578 17.03%	238 18.30%	362 18.00%	687 16.73%
55-64	917 14.40%itv	883 14.53%i	213 16.44%Tchi	28 10.05%	70 17.01%ci	3 9.80%	192 15.36%i	99 16.38%ci	176 12.88%	32 8.71%	6 19.05%	21 18.80%ci	9 15.44%	4 13.87%	471 13.72%	53 12.18%	279 14.84%	20 11.66%	116 12.83%	124 11.29%	581 17.12%Ttv	160 12.27%	315 15.67%	581 14.15%
65+	1428 22.41%ioqtvx	1396 22.95%Tfhi	363 28.00%Tafhi	61 21.37%i	113 27.37%Tfhi	3 7.86%	250 20.01%i	172 28.38%Tafhi	276 20.18%i	51 13.85%	4 10.83%	21 18.25%	20 34.71%Tacfhik	8 30.17%	727 21.15%q	99 22.70%	365 19.41%	38 22.30%	217 23.86%q	132 11.98%	1002 29.53%Ttv	184 14.09%	548 27.21%Tx	865 21.06%
NET: 18-34	1829 28.70%abdgluw	1687 27.74%dgl	328 25.23%	92 32.28%bdgl	82 19.96%	21 64.49%	353 28.21%dgl	137 22.69%	403 29.47%bdgl	155 41.69%Tabcdfghkl	9 27.24%	30 26.32%	9 15.63%	4 16.05%	1025 29.83%q	177 40.55%Toqs	519 27.58%	57 33.57%	262 28.86%	353 32.13%Tu	741 21.85%	482 37.03%Ttu	468 23.24%	1249 30.43%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 208
Age
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
NET: 35-54	2083 32.69%b pu	2019 33.20%T b	373 28.72%	92 32.53%	146 35.43%b	6 17.84%	443 35.42%b g	180 29.76%	483 35.34%b g	129 34.90%	15 42.88%	41 36.63%	20 34.22%	11 39.90%	1158 33.72%p	99 22.67%	695 36.94%T op	52 30.32%	294 32.36%p	451 41.06%T uv	1061 31.26%	452 34.72%	647 32.14%	1340 32.62%
NET: 55+	2345 36.81%h ioqtvx	2279 37.48%T hi	577 44.45%T acfhi	89 31.41%i	183 44.38%T acfhi	6 17.66%	442 35.37%i	271 44.76%T acfhi	452 33.06%i	84 22.56%	10 29.88%	42 37.05%i	29 50.15%T cfhi	12 44.04%	1198 34.88%	152 34.88%	645 34.25%	58 33.95%	333 36.70%	256 23.26%	1583 46.65%T tv	343 26.36%	863 42.88%T x	1446 35.21%
Average age	47.33ch ioptvx	47.79Tc hi	50.03Ta cfhi	44.84	51.28Ta cfhi	34.81	47.24i	50.47Ta cfhi	46.20i	41.65	45.19	48.15i	53.81Ta cfhik	52.92	46.63p	44.37	46.97p	45.50	47.27p	42.41	51.62Tt v	43.35	50.04Tx	46.55

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 209
Social Grade
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
A	439 6.89%befhk lmo	252 8.11%Tb	184 5.67%	128 14.60%Tdefg hi	82 7.70%efh	47 4.79%	51 4.69%	53 5.82%	51 5.05%	26 6.06%	439 25.31%Tklm	- -	- -	- -	439 12.43%To	- -	357 6.94%	82 6.65%
B	1294 20.31%befk lmo	684 22.00%Tb	605 18.66%	233 26.52%Tdef gh	204 19.21%f	172 17.38%	167 15.24%	199 21.66%ef	208 20.68%f	111 26.43%Tdef h	1294 74.69%Tklm	- -	- -	- -	1294 36.67%To	- -	1061 20.62%	234 19.02%
C1	1797 28.20%agjl mo	814 26.17%	977 30.15%Ta	292 33.25%Tefg i	311 29.21%g	278 28.11%g	297 27.14%	215 23.41%	290 28.78%g	114 27.07%	- -	1797 100.00%Tjlm	- -	- -	1797 50.90%To	- -	1475 28.68%	322 26.20%
C2	1293 20.30%chij kmnp	648 20.84%	644 19.87%	122 13.82%	260 24.47%Tchi	245 24.79%Tchi	228 20.82%ci	199 21.69%chi	176 17.49%	64 15.06%	- -	- -	1293 100.00%Tjkm	- -	- -	1293 45.51%Tn	1007 19.58%	286 23.29%Tp
D	827 12.98%chij kln	396 12.74%	427 13.18%	73 8.27%	152 14.27%chi	166 16.78%Tchi	188 17.19%Tchi	136 14.82%chi	91 9.05%i	22 5.11%	- -	- -	- -	827 53.42%Tjkl	- -	827 29.11%Tn	672 13.06%	156 12.66%
E	721 11.32%acde jkln	315 10.13%	404 12.47%Ta	31 3.53%	55 5.13%	80 8.15%cd	163 14.92%Tcde	116 12.60%cde	191 18.95%Tcde fg	85 20.27%Tcdefg	- -	- -	- -	721 46.58%Tjkl	- -	721 25.38%Tn	572 11.12%	150 12.18%
NET: AB	1733 27.20%befk lmo	936 30.11%Tb	789 24.33%	362 41.12%Tdef ghi	286 26.91%ef	219 22.17%	218 19.93%	252 27.48%ef	259 25.73%f	137 32.49%Tef h	1733 100.00%Tklm	- -	- -	- -	1733 49.10%To	- -	1418 27.57%	315 25.67%
NET: ABC1	3530 55.40%efgl moq	1749 56.28%	1766 54.47%	654 74.37%Tdef ghi	597 56.12%efg	496 50.28%	516 47.07%	467 50.89%	548 54.51%f	251 59.56%efg	1733 100.00%Tlm	1797 100.00%Tlm	- -	- -	3530 100.00%To	- -	2892 56.24%Tq	637 51.87%
NET: C2DE	2841 44.60%cjkn p	1359 43.72%	1476 45.53%	225 25.63%	467 43.88%c	491 49.72%Tcdi	580 52.93%Tcdh i	451 49.11%Tcdi	458 45.49%c	171 40.44%c	- -	- -	1293 100.00%Tjk	1548 100.00%Tjk	- -	2841 100.00%Tn	2250 43.76%	591 48.13%Tp
NET: DE	1548 24.30%acdj kln	711 22.88%	831 25.65%Ta	104 11.80%	206 19.40%c	246 24.93%cd	352 32.11%Tcde i	252 27.42%Tcd	282 28.00%Tcd	107 25.38%cd	- -	- -	- -	1548 100.00%Tjkl	- -	1548 54.49%Tn	1243 24.18%	305 24.84%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 210
Social Grade
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
A	439 6.89%q	358 6.69%	38 7.13%	17 5.73%	26 13.40%Tabc	38 7.13%	14 5.38%	53 7.57%	39 7.43%	33 5.96%	24 5.30%	17 5.73%	31 5.10%	82 9.72%Tijl no	56 6.43%	27 4.89%	26 13.40%Tefg hijklno	356 6.52%	82 9.61%Tq
B	1294 20.31%j q	1061 19.85%	102 19.19%	68 22.57%	63 32.80%Tab c	102 19.19%	53 20.99%	120 17.04%	97 18.71%	133 23.83%gjl	70 15.30%	68 22.57%j	106 17.75%	188 22.35%gj	186 21.32%j	108 19.92%	63 32.80%Tef ghijklmno	1074 19.66%	214 25.19%Tq
C1	1797 28.20%i q	1504 28.13%	166 31.16%	73 24.24%	54 28.08%	166 31.16%i	74 29.27%	204 28.88%i	140 26.90%	122 22.00%	131 28.62%i	73 24.24%	175 29.18%i	248 29.53%i	235 26.93%	176 32.29%ik	54 28.08%	1508 27.61%	269 31.65%q
C2	1293 20.30%d pr	1108 20.72%d	95 17.80%	66 21.84%d	25 13.00%	95 17.80%	47 18.52%	133 18.87%	120 23.03%p	150 26.95%Tef glmnop	99 21.68%p	66 21.84%p	123 20.49%p	159 18.96%	168 19.32%	109 19.97%	25 13.00%	1160 21.23%Tr	120 14.11%
D	827 12.98%d imp	711 13.30%d	55 10.44%	47 15.46%d	14 7.25%	55 10.44%	35 13.87%	129 18.33%Tei mnop	71 13.69%mp	55 9.91%	69 15.12%imp	47 15.46%imp	89 14.88%imp	79 9.46%	117 13.43%mp	66 12.04%	14 7.25%	707 12.94%	111 13.10%
E	721 11.32%d pr	604 11.30%d	76 14.27%d	31 10.16%	10 5.47%	76 14.27%gmp	30 11.97%p	66 9.31%	53 10.24%	63 11.35%p	64 13.98%gp	31 10.16%	75 12.59%p	84 9.98%	109 12.56%p	59 10.89%	10 5.47%	658 12.04%Tr	54 6.35%
NET: AB	1733 27.20%a jlq	1419 26.55%	140 26.33%	86 28.30%	88 46.20%Tab c	140 26.33%	67 26.37%	173 24.61%	136 26.14%	166 29.78%jl	94 20.60%	86 28.30%j	137 22.85%	269 32.07%Tgh jlo	242 27.76%j	135 24.81%	88 46.20%Tef ghijklmno	1430 26.17%	295 34.80%Tq
NET: ABC1	3530 55.40%a jq	2923 54.68%	305 57.48%	159 52.54%	142 74.28%Tab c	305 57.48%j	141 55.64%	377 53.49%	275 53.04%	288 51.79%	225 49.22%	159 52.54%	312 52.03%	518 61.60%Tgh ijkln	477 54.68%	311 57.10%j	142 74.28%Tef ghijklmno	2938 53.78%	564 66.44%Tq
NET: C2DE	2841 44.60%d mpr	2423 45.32%Td	226 42.52%d	144 47.46%d	49 25.72%	226 42.52%p	112 44.36%p	328 46.51%mp	244 46.96%mp	268 48.21%mp	232 50.78%Tem op	144 47.46%mp	288 47.97%mp	323 38.40%p	395 45.32%mp	233 42.90%p	49 25.72%	2525 46.22%Tr	285 33.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 210
Social Grade
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
NET: DE	1548 24.30%d mpr	1315 24.60%d	131 24.72%d	78 25.62%d	24 12.72%	131 24.72%p	65 25.83%p	195 27.64%imp	124 23.94%p	118 21.26%p	133 29.10%Tim p	78 25.62%p	165 27.48%imp	163 19.44%	227 26.00%mp	125 22.93%p	24 12.72%	1365 24.99%Tr	165 19.45%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 211
Social Grade
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
A	439 6.89%	373 7.07%f	99 7.69%	26 10.71%Tdf	17 4.70%	8 20.37%	61 5.48%	35 6.35%	79 7.69%	30 9.15%f	- -	4 4.26%	1 2.46%	1 3.56%
B	1294 20.31%	1093 20.71%	290 22.47%	46 18.79%	84 22.73%	6 15.16%	232 20.79%	106 19.22%	202 19.67%	65 19.60%	2 8.66%	23 23.21%	11 21.16%	4 14.83%
C1	1797 28.20%afk	1456 27.58%fk	384 29.78%fk	67 27.26%k	94 25.34%	12 29.32%	270 24.24%	153 27.92%k	282 27.43%k	106 32.04%fk	10 36.46%	15 14.83%	17 33.92%k	12 46.38%
C2	1293 20.30%	1096 20.77%	241 18.66%	41 16.75%	86 23.32%	10 24.81%	265 23.74%Tabc	104 18.87%	226 21.92%	68 20.52%	9 34.23%	20 19.57%	9 17.89%	2 9.15%
D	827 12.98%	677 12.84%	145 11.24%	39 15.81%	49 13.19%	2 5.02%	158 14.17%	75 13.58%	121 11.75%	46 13.78%	4 13.44%	19 19.39%b	6 10.90%	6 21.79%
E	721 11.32%i	582 11.03%i	131 10.17%i	26 10.68%i	40 10.72%i	2 5.32%	129 11.59%i	77 14.05%abi	119 11.55%i	16 4.91%	2 7.21%	19 18.73%Tabi	7 13.67%i	1 4.30%
NET: AB	1733 27.20%	1466 27.78%	389 30.16%T	73 29.50%	101 27.43%	15 35.53%	293 26.27%	140 25.57%	282 27.37%	95 28.75%	2 8.66%	27 27.47%	12 23.62%	5 18.39%
NET: ABC1	3530 55.40%fk	2922 55.36%fk	772 59.93%Tadfghk	140 56.76%k	195 52.77%	27 64.86%	563 50.50%	294 53.49%	564 54.79%k	201 60.79%fk	12 45.12%	42 42.30%	29 57.54%	17 64.77%
NET: C2DE	2841 44.60%b	2356 44.64%b	516 40.07%	106 43.24%	174 47.23%b	15 35.14%	552 49.50%Tabi	255 46.51%b	465 45.21%b	130 39.21%	14 54.88%	58 57.70%Tabchi	22 42.46%	9 35.23%
NET: DE	1548 24.30%bi	1259 23.86%b	276 21.41%	65 26.49%	88 23.91%	4 10.34%	287 25.76%bi	152 27.63%bi	240 23.29%	62 18.70%	5 20.65%	38 38.13%Tabdfhi	13 24.57%	7 26.08%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 212
Social Grade
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
A	439 6.89%x	437 6.93%x	25 10.61%txy	77 6.89%	29 6.77%	7 14.28%txy	75 7.24%x	30 5.43%	44 7.30%x	35 8.11%x	59 7.71%x	2 1.67%	4 3.10%	26 6.10%	6 5.42%
B	1294 20.31%	1285 20.39%	57 24.66%	234 20.92%	74 17.40%	7 14.04%	198 19.20%	115 20.98%	110 18.36%	105 24.12%q	145 19.04%	34 26.83%q	29 24.81%	93 22.18%	17 16.61%
C1	1797 28.20%	1776 28.17%	59 25.60%	330 29.56%	125 29.29%	10 20.58%	281 27.23%	151 27.39%	145 24.27%	117 26.91%	258 33.90%Tnostuvz	33 26.14%	36 30.22%	100 24.00%	27 26.27%
C2	1293 20.30%	1279 20.29%	37 16.04%	237 21.21%	83 19.36%	8 16.76%	226 21.87%	111 20.14%	130 21.65%	92 21.10%	144 18.93%	26 20.37%	20 16.65%	90 21.42%	24 23.73%
D	827 12.98%	820 13.01%	25 10.62%	122 10.95%	71 16.56%pw	13 27.35%Tnopsvwz	130 12.58%	84 15.25%pw	102 17.08%Tnopsw	53 12.08%	81 10.58%	19 14.96%	15 13.13%	50 12.00%	16 16.05%
E	721 11.32%nv	706 11.20%v	29 12.47%	117 10.47%	45 10.62%	3 6.98%	123 11.89%v	59 10.80%	68 11.33%	33 7.67%	75 9.83%	13 10.03%	14 12.10%	60 14.30%vw	12 11.93%
NET: AB	1733 27.20%	1722 27.32%	82 35.27%TnqstuwA	311 27.81%	103 24.16%	14 28.32%	273 26.43%	145 26.42%	154 25.67%	140 32.23%Tq	204 26.75%	36 28.50%	33 27.91%	118 28.28%	23 22.02%
NET: ABC1	3530 55.40%u	3498 55.49%u	141 60.86%u	641 57.37%u	228 53.45%	24 48.90%	554 53.66%	296 53.81%	299 49.93%	258 59.14%u	462 60.65%TnqstuzA	69 54.64%	69 58.13%	219 52.28%	50 48.29%
NET: C2DE	2841 44.60%w	2806 44.51%w	91 39.14%	476 42.63%	198 46.55%w	25 51.10%	478 46.34%w	254 46.19%w	300 50.07%Tnopvw	178 40.86%	300 39.35%	58 45.36%	49 41.87%	200 47.72%w	53 51.71%w
NET: DE	1548 24.30%pw	1526 24.22%pw	54 23.10%	239 21.41%	116 27.19%pvw	17 34.33%	253 24.47%	143 26.05%w	170 28.41%Tnpvw	86 19.76%	155 20.41%	32 24.99%	30 25.23%	110 26.30%w	29 27.98%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
A	439 6.89%df tuw	414 6.82%f	110 8.44%Ta df	19 6.61%	17 4.14%	3 9.76%	67 5.35%	35 5.70%	103 7.52%d	34 9.08%df	2 5.86%	7 6.46%	1 2.50%	2 8.43%	281 8.19%T q	58 13.21%To qs	127 6.76%	16 9.64%	80 8.76%	52 4.76%	192 5.66%	155 11.91%Tt u	106 5.26%	321 7.83%Tw
B	1294 20.31%r tw	1233 20.28%	277 21.37%	49 17.31%	88 21.26%	14 43.38%	255 20.41%	109 17.95%	271 19.81%	74 19.82%	2 6.65%	27 23.78%	14 23.79%	4 16.02%	689 20.07%r	92 21.13%r	400 21.27%r	15 8.77%	172 18.94%r	112 10.20%	659 19.41%t	412 31.63%T tu	335 16.62%	922 22.45%Tw
C1	1797 28.20%f koqt	1702 27.99%f k	386 29.71%f k	86 30.36%k	113 27.40%	6 20.35%	308 24.64%	169 27.90%	385 28.19%k	124 33.42%a fk	14 41.21%	20 17.87%	19 31.80%	11 39.65%	905 26.35%q	131 30.04%q	459 24.37%	50 29.24%	255 28.07%	246 22.35%	1026 30.22%T t	369 28.31%t	547 27.15%	1176 28.65%
C2	1293 20.30%t w	1254 20.62%T	240 18.47%	51 18.11%	100 24.13%b	3 8.25%	307 24.53%T abg	114 18.79%	285 20.87%	73 19.71%	9 27.14%	21 18.54%	12 20.32%	2 8.72%	768 22.37%T	95 21.80%	444 23.57%T	38 22.20%	184 20.22%	190 17.29%	687 20.24%	290 22.26%t	334 16.59%	899 21.90%Tw
D	827 12.98%p v	795 13.07%	154 11.87%	41 14.39%	54 13.04%	4 11.29%	172 13.77%	96 15.83%b	173 12.62%	45 12.08%	5 13.62%	16 14.31%	5 7.96%	6 20.77%	445 12.96%p	40 9.22%	256 13.60%p	27 16.07%p	117 12.92%	200 18.24%T uv	484 14.25%Tv	67 5.15%	258 12.80%	529 12.88%
E	721 11.32%i opuvx	682 11.21%i	132 10.14%i	37 13.21%i	41 10.03%	2 6.96%	141 11.29%i	84 13.84%b i	150 10.99%i	22 5.88%	2 5.52%	22 19.04%T abdfhi	8 13.62%i	2 6.42%	346 10.06%p	20 4.62%	196 10.42%p	24 14.08%p	101 11.09%p	298 27.16%T uv	347 10.23%v	10 0.73%	434 21.57%Tx	259 6.30%
NET: AB	1733 27.20%r tuw	1648 27.10%	387 29.81%T ag	68 23.92%	105 25.39%	17 53.15%	322 25.76%	143 23.65%	374 27.33%	107 28.90%	4 12.51%	34 30.24%	15 26.30%	7 24.45%	971 28.26%r	150 34.33%T oqrs	528 28.03%r	31 18.41%	251 27.70%r	164 14.96%	851 25.06%t	567 43.55%T tu	441 21.89%	1243 30.27%Tw
NET: ABC1	3530 55.40%f qtw	3349 55.09%f	773 59.52%T adfgk	154 54.28%	218 52.80%	23 73.50%	630 50.41%	312 51.55%	759 55.52%f	231 62.32%T adfghk	18 53.73%	54 48.11%	34 58.10%	18 64.09%	1876 54.61%q	281 64.37%T oqrs	987 52.40%	81 47.65%	506 55.77%	410 37.31%	1876 55.29%t	936 71.86%T tu	987 49.04%	2419 58.92%Tw
NET: C2DE	2841 44.60%b ipvx	2730 44.91%b i	526 40.48%	130 45.72%	195 47.20%b i	8 26.50%	620 49.59%T abhi	293 48.45%b i	608 44.48%i	140 37.68%	16 46.27%	59 51.89%b i	24 41.90%	10 35.91%	1559 45.39%p	156 35.63%	896 47.60%T op	89 52.35%p	401 44.23%p	689 62.69%T uv	1517 44.71%v	367 28.14%	1026 50.96%T x	1687 41.08%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
NET: DE	1548 24.30%i opvx	1476 24.28%i	286 22.01%	78 27.61%i	95 23.07%	6 18.25%	313 25.06%i	180 29.67%T abdhi	323 23.61%	67 17.96%	7 19.14%	38 33.35%T abhi	13 21.58%	8 27.19%	791 23.02%p	60 13.83%	452 24.02%p	51 30.15%o p	218 24.00%p	499 45.40%T uv	831 24.48%v	77 5.88%	692 34.37%T x	788 19.18%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 214
GO Region
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Scotland	531 8.34%b	288 9.26%Tb	242 7.46%	62 7.07%	81 7.63%	82 8.26%	115 10.53%Tcg	61 6.68%	101 10.00%g	29 6.88%	140 8.07%	166 9.21%	95 7.31%	131 8.48%	305 8.65%	226 7.95%	419 8.14%	113 9.17%
North East	254 3.98%	139 4.49%	113 3.50%	42 4.74%	32 2.99%	38 3.85%	41 3.75%	41 4.45%	45 4.51%	15 3.48%	67 3.86%	74 4.13%	47 3.63%	65 4.23%	141 4.00%	112 3.96%	207 4.03%	47 3.79%
North West	705 11.06%q	341 10.98%	360 11.10%	102 11.58%	119 11.22%	115 11.66%	104 9.53%	114 12.39%	105 10.43%	45 10.75%	173 10.01%	204 11.33%	133 10.28%	195 12.58%	377 10.68%	328 11.53%	625 12.15%Tq	80 6.50%
Yorkshire & Humberside	519 8.15%	240 7.71%	279 8.62%	87 9.84%	79 7.41%	82 8.36%	88 7.99%	78 8.49%	75 7.49%	30 7.22%	136 7.83%	140 7.77%	120 9.25%	124 8.03%	275 7.80%	244 8.58%	412 8.02%	107 8.69%
West Midlands	556 8.73%kq	257 8.28%	295 9.10%	109 12.39%Tefg hi	112 10.49%egi	69 6.97%	96 8.75%	67 7.26%	79 7.88%	25 5.95%	166 9.56%k	122 6.81%	150 11.59%Tkm	118 7.64%	288 8.16%	268 9.44%	492 9.56%Tq	65 5.25%
East Midlands	457 7.18%jnp	213 6.84%	245 7.55%	57 6.51%	76 7.18%	69 6.98%	74 6.78%	80 8.69%	68 6.74%	33 7.83%	94 5.44%	131 7.29%	99 7.67%j	133 8.60%Tj	225 6.38%	232 8.17%Tn	326 6.33%	132 10.73%Tp
Wales	303 4.75%p	153 4.91%	147 4.53%	30 3.37%	56 5.27%	43 4.31%	65 5.94%c	37 4.02%	45 4.48%	27 6.48%c	86 4.94%	73 4.08%	66 5.11%	78 5.01%	159 4.50%	144 5.05%	186 3.62%	116 9.48%Tp
Eastern	599 9.41%cjp	271 8.71%	326 10.07%	46 5.25%	90 8.47%c	103 10.43%c	113 10.33%c	102 11.13%c	98 9.78%c	47 11.04%c	137 7.91%	175 9.74%	123 9.50%	165 10.64%j	312 8.84%	288 10.12%	427 8.31%	172 14.02%Tp
London	840 13.19%gmoq	431 13.88%	407 12.55%	162 18.47%Tdef ghi	144 13.55%	142 14.38%g	132 12.01%	98 10.73%	118 11.74%	44 10.33%	269 15.55%Tlm	248 13.81%m	159 12.32%	163 10.55%	518 14.67%To	323 11.35%	818 15.91%Tq	22 1.79%
South East	871 13.68%	404 12.99%	465 14.33%	101 11.45%	152 14.25%	145 14.73%	128 11.71%	119 12.99%	140 13.90%	86 20.51%Tcde fgh	242 13.96%	235 13.06%	168 13.02%	227 14.63%	477 13.50%	395 13.90%	697 13.56%	174 14.17%
South West	544 8.54%p	273 8.79%	270 8.32%	74 8.46%	91 8.60%	70 7.13%	99 9.02%	77 8.43%	98 9.75%	34 7.96%	135 7.79%	176 9.78%	109 8.40%	125 8.06%	311 8.80%	233 8.21%	405 7.87%	139 11.33%Tp
Northern Ireland	191 3.00%clmop	98 3.16%	93 2.86%	8 0.88%	31 2.93%c	29 2.94%c	40 3.66%c	43 4.73%Tci	33 3.29%c	7 1.57%	88 5.10%Tklm	54 2.99%m	25 1.92%	24 1.57%	142 4.02%To	49 1.73%	128 2.50%	63 5.10%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 215
GO Region
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Scotland	531 8.34%acdfg hijklmnopr	- -	531 100.00%Tacd	- -	- -	531 100.00%Tfghijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	488 8.94%Tr	38 4.43%
North East	254 3.98%bc deghijk lmnopr	254 4.74%Tbcd	- -	- -	- -	- -	254 100.00%Teghijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	235 4.31%Tr	17 2.05%
North West	705 11.06%b cdefhij klmnop	705 13.18%Tbcd	- -	- -	- -	- -	- -	705 100.00%Tefhijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	- -	596 10.90%	100 11.82%
Yorkshire & Humberside	519 8.15%bc defgijk lmnop	519 9.71%Tbcd	- -	- -	- -	- -	- -	- -	519 100.00%Tefgijk lmnop	- -	- -	- -	- -	- -	- -	- -	- -	456 8.34%	62 7.34%
West Midlands	556 8.73%b cdefgh jklmno pq	556 10.40%Tbcd	- -	- -	- -	- -	- -	- -	- -	556 100.00%Tefghjk lmnop	- -	- -	- -	- -	- -	- -	- -	434 7.94%	117 13.82%Tq
East Midlands	457 7.18%bc defghik lmnop	457 8.56%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	457 100.00%Tefghik lmnop	- -	- -	- -	- -	- -	- -	410 7.50%T	47 5.53%
Wales	303 4.75%abdef ghijlmnopr	- -	- -	303 100.00%Tabd	- -	- -	- -	- -	- -	- -	- -	303 100.00%Tefghij lmnop	- -	- -	- -	- -	- -	282 5.15%Tr	19 2.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 215
GO Region
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Eastern	599 9.41%b cdefgh ijkmno pr	599 11.21%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	599 100.00%Tefghij kmnop	- -	- -	- -	- -	556 10.18%Tr	38 4.45%
London	840 13.19%b cdefghi jklnopq	840 15.72%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	840 100.00%Tefghij klnop	- -	- -	- -	528 9.67%	296 34.87%Tq
South East	871 13.68%b cdefghi jklmopr	871 16.30%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	871 100.00%Tefghij klmop	- -	- -	794 14.54%Tr	67 7.90%
South West	544 8.54%b cdefgh ijklmn pr	544 10.18%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	544 100.00%Tefghij klmnp	- -	497 9.10%Tr	46 5.40%
Northern Ireland	191 3.00%abcef ghijklmnor	- -	- -	- -	191 100.00%Tabc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	191 100.00%Tefg hijklmno	187 3.42%Tr	2 0.19%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 216
GO Region
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Scotland	531 8.34%	442 8.37%h	125 9.71%h	17 6.72%	36 9.87%	* 0.91%	99 8.86%	44 8.00%	67 6.52%	35 10.63%h	- -	5 5.25%	4 7.99%	3 10.33%
North East	254 3.98%	211 4.00%	46 3.60%	17 6.95%Tabf	13 3.49%	1 2.74%	40 3.61%	20 3.57%	49 4.72%	15 4.41%	- -	2 1.87%	5 10.62%Tabdfgk	1 4.47%
North West	705 11.06%b	591 11.20%b	118 9.14%	29 11.66%	45 12.17%	9 20.53%	129 11.57%	80 14.51%Tabh	108 10.48%	37 11.09%	- -	22 22.07%Tabcdfh i	7 14.04%	3 11.87%
Yorkshire & Humberside	519 8.15%a	407 7.72%	94 7.31%	14 5.68%	25 6.72%	1 2.97%	96 8.59%	32 5.90%	69 6.67%	28 8.33%	26 100.00%	4 4.25%	7 13.96%g	1 3.66%
West Midlands	556 8.73%i	465 8.81%i	96 7.49%	19 7.54%	32 8.62%i	2 5.75%	113 10.14%i	46 8.36%i	129 12.53%Tabgi	13 4.08%	- -	5 4.82%	1 2.73%	4 14.60%
East Midlands	457 7.18%	387 7.33%	86 6.64%	14 5.54%	34 9.30%	- -	83 7.42%	47 8.49%	81 7.88%	29 8.84%	- -	5 5.29%	5 10.23%	1 2.25%
Wales	303 4.75%h	266 5.05%Tfh	69 5.38%h	23 9.38%Tabfh	34 9.11%Tabfh	2 4.75%	41 3.68%	37 6.81%Tfh	26 2.50%	22 6.63%h	- -	5 4.96%	2 3.81%	3 10.17%
Eastern	599 9.41%	502 9.51%	117 9.10%	29 11.80%	43 11.75%	4 9.58%	115 10.32%	61 11.19%	85 8.22%	27 8.28%	- -	10 9.99%	2 4.11%	2 8.45%
London	840 13.19%bd	681 12.91%d	145 11.26%	45 18.39%Tabdfgi	30 7.99%	11 27.55%	128 11.52%	66 12.11%	165 16.03%Tabdf	37 11.25%	- -	14 14.35%	6 12.35%	2 8.80%
South East	871 13.68%c	729 13.82%cd	195 15.11%cd	20 8.12%	36 9.83%	5 11.56%	141 12.64%	71 12.97%	168 16.30%Tacdf	50 15.17%c	- -	16 15.66%	7 12.93%	3 12.19%
South West	544 8.54%h	433 8.20%h	134 10.36%Tafgh	19 7.78%	35 9.37%	6 13.64%	85 7.60%	35 6.30%	65 6.30%	25 7.68%	- -	11 10.79%	3 6.22%	3 13.21%
Northern Ireland	191 3.00%ch	163 3.09%ch	63 4.89%Tacdgh	1 0.43%	7 1.80%	- -	45 4.07%cgh	10 1.79%	19 1.86%	12 3.61%c	- -	1 0.70%	1 1.00%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 217
GO Region
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Scotland	531 8.34%v	528 8.37%v	26 11.21%vz	83 7.47%	33 7.75%	3 5.16%	96 9.29%v	62 11.29%Tnpvz	58 9.70%v	22 4.97%	66 8.65%v	6 4.64%	11 9.10%	26 6.10%	10 10.01%
North East	254 3.98%	250 3.97%	9 3.85%	47 4.25%	16 3.86%	- -	40 3.92%	23 4.20%	27 4.48%	25 5.78%y	26 3.37%	4 2.84%	1 0.72%	13 3.05%	4 3.67%
North West	705 11.06%	696 11.04%	19 8.06%	125 11.18%	39 9.19%	2 3.63%	114 11.04%	57 10.44%	71 11.83%	47 10.88%	83 10.85%	15 11.66%	14 12.05%	40 9.57%	18 17.53%oq
Yorkshire & Humberside	519 8.15%s	511 8.11%s	29 12.32%Tnpst	84 7.51%	51 12.04%Tnpst	2 3.27%	63 6.09%	35 6.34%	51 8.51%	35 8.00%	73 9.54%s	16 12.55%st	10 8.78%	39 9.39%	5 4.55%
West Midlands	556 8.73%stw	552 8.75%stw	15 6.52%	130 11.62%Tnstw	40 9.32%w	8 15.43%stw	64 6.20%	33 6.04%	55 9.11%w	53 12.05%Tnstw	37 4.84%	17 13.68%stw	14 12.20%stw	47 11.27%stw	14 13.83%stw
East Midlands	457 7.18%	452 7.18%	13 5.75%	92 8.25%	32 7.50%	7 13.30%	88 8.49%w	40 7.24%	35 5.89%	28 6.41%	42 5.56%	10 7.56%	10 8.54%	32 7.76%	7 6.95%
Wales	303 4.75%s	301 4.77%s	11 4.71%	66 5.91%sv	27 6.22%s	4 7.61%	32 3.12%	31 5.70%s	27 4.56%	13 2.95%	29 3.84%	9 7.33%s	3 2.76%	25 5.96%s	6 5.98%
Eastern	599 9.41%x	592 9.40%x	18 7.81%	93 8.36%	46 10.73%x	2 3.98%	111 10.72%x	61 11.04%x	50 8.39%	50 11.47%x	59 7.80%	3 2.69%	12 9.75%x	48 11.58%x	7 6.70%
London	840 13.19%ty	832 13.20%ty	38 16.35%ty	149 13.36%	50 11.72%	17 33.86%Tnopqs tuvwxyzA	151 14.65%ty	54 9.91%	82 13.69%	71 16.31%ty	101 13.21%	16 12.85%	7 6.30%	48 11.40%	8 7.88%
South East	871 13.68%z	859 13.63%z	28 12.24%	134 12.01%	44 10.34%	7 13.76%	140 13.54%z	83 15.15%z	84 13.96%z	59 13.62%	144 18.87%Tnopqs uz	18 13.80%	13 10.72%	38 9.11%	13 12.85%
South West	544 8.54%	539 8.55%v	22 9.29%	94 8.41%	38 9.00%	- -	77 7.42%	47 8.57%	45 7.52%	24 5.49%	77 10.13%v	12 9.67%	21 17.61%Tnopqrs tuvwz	39 9.33%	9 9.15%
Northern Ireland	191 3.00%p	191 3.03%p	4 1.88%	19 1.67%	10 2.33%	- -	57 5.51%Tnopquv x	22 4.08%p	14 2.38%	9 2.07%	25 3.33%p	1 0.71%	2 1.47%	23 5.49%Tnpquv	1 0.88%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 218
GO Region
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Scotland	531 8.34%st	514 8.45%	129 9.92%ch	15 5.14%	42 10.21%c	* 1.20%	109 8.69%	54 8.87%	98 7.20%	39 10.46%c	- -	8 7.03%	5 8.20%	3 9.85%	282 8.21%s	44 10.00%s	164 8.73%	16 9.45%	56 6.14%	71 6.42%	292 8.59%	124 9.53%t	191 9.46%	321 7.83%
North East	254 3.98%x	239 3.93%	45 3.44%	18 6.45%b	14 3.39%	1 3.59%	48 3.83%	21 3.42%	63 4.61%	14 3.80%	- -	3 2.72%	3 5.71%	1 4.26%	149 4.34%	23 5.33%	76 4.02%	6 3.25%	43 4.73%	60 5.47%Tv	137 4.05%	39 2.99%	105 5.23%Tx	142 3.45%
North West	705 11.06%v	672 11.06%	123 9.50%	25 8.93%	52 12.51%	6 17.82%	150 11.97%	92 15.16%T abchi	152 11.11%	32 8.72%	- -	20 17.33%b ci	7 12.29%	3 9.08%	385 11.20%	48 11.09%	206 10.92%	24 14.03%	105 11.56%	131 11.93%	376 11.09%	118 9.08%	232 11.52%	452 11.00%
Yorkshire & Humberside	519 8.15%as v	483 7.94%	93 7.15%	17 6.03%	33 7.92%	2 6.91%	99 7.88%	36 5.90%	94 6.90%	36 9.76%	34 100.00%	6 4.87%	7 12.15%	1 3.49%	260 7.58%	36 8.24%	155 8.24%	11 6.57%	54 5.99%	104 9.48%v	283 8.33%	83 6.36%	173 8.58%	321 7.82%
West Midlands	556 8.73%bi vw	523 8.60%bi	88 6.74%	24 8.38%	34 8.35%	3 9.28%	123 9.84%bi	46 7.65%	165 12.09%Ta bgi	16 4.41%	- -	6 5.52%	3 5.35%	4 13.92%	318 9.27%	45 10.26%	159 8.46%	9 5.51%	102 11.29%T v	129 11.70%Tu	291 8.58%	86 6.57%	148 7.34%	383 9.32%w
East Midlands	457 7.18%v	437 7.19%	90 6.94%	19 6.81%	35 8.38%	- -	88 7.05%	53 8.70%	108 7.92%	27 7.20%	- -	7 6.27%	5 8.08%	1 2.14%	251 7.31%	23 5.16%	136 7.20%	11 6.38%	75 8.30%	82 7.48%v	280 8.25%Tv	56 4.28%	163 8.09%	281 6.85%
Wales	303 4.75%hs t	296 4.87%h	75 5.78%h	21 7.52%fh	36 8.62%Ta fh	1 3.42%	51 4.06%	38 6.23%h	33 2.44%	26 7.05%fh	- -	6 5.05%	2 3.34%	3 11.58%	172 4.99%s	19 4.39%	120 6.35%To s	10 5.80%s	20 2.22%	36 3.28%	173 5.10%t	64 4.91%	92 4.56%	200 4.87%
Eastern	599 9.41%p	581 9.56%	120 9.24%	34 12.16%	47 11.39%	- -	128 10.28%	67 11.13%	115 8.39%	34 9.28%	- -	11 10.08%	5 8.56%	5 16.48%	314 9.14%p	24 5.52%	183 9.70%p	26 15.22%To pqs	77 8.47%	102 9.27%	332 9.79%	116 8.89%	211 10.46%	371 9.04%
London	840 13.19%a dfquw	780 12.83%d f	147 11.30%d	46 16.14%df	26 6.33%	13 40.72%	130 10.41%d	77 12.67%d	212 15.53%T abdf	43 11.58%d	- -	16 14.50%d	8 13.65%	2 8.39%	453 13.18%q	64 14.66%q	200 10.62%	26 15.53%	158 17.37%T oq	158 14.35%u	384 11.30%	219 16.78%T u	210 10.42%	579 14.09%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 218
GO Region
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
South East	871 13.68%d	843 13.87%d	186 14.33%d	38 13.51%	39 9.35%	3 9.06%	170 13.60%	76 12.60%	202 14.79%d	62 16.65%d	- -	16 13.95%	8 13.32%	2 8.23%	462 13.45%	45 10.26%	258 13.72%	17 10.10%	137 15.11%p	136 12.34%	452 13.33%	212 16.26%Ttu	281 13.95%	551 13.41%
South West	544 8.54%g	524 8.62%g	139 10.74%Tagh	23 8.21%	47 11.33%gh	3 8.01%	102 8.17%	35 5.72%	97 7.09%	29 7.70%	- -	14 12.07%g	5 8.47%	3 12.59%	275 8.01%	46 10.56%	154 8.18%	10 5.78%	63 6.91%	75 6.82%	319 9.39%Tt	102 7.84%	158 7.84%	368 8.97%
Northern Ireland	191 3.00%chtu	188 3.08%ch	64 4.92%Tacdgh	2 0.72%	9 2.22%	- -	53 4.23%Tacgh	12 1.95%	26 1.93%	13 3.38%	- -	1 0.61%	1 0.87%	- -	114 3.31%s	20 4.53%s	73 3.86%Ts	4 2.37%	17 1.91%	16 1.46%	75 2.21%	85 6.51%Ttu	51 2.54%	138 3.35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 219
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Yes	3982 62.50%fghi moq	1970 63.39%	1999 61.68%	697 79.25%Tdef ghi	769 72.28%Tefg hi	605 61.25%fi	601 54.86%	520 56.71%	572 56.80%	219 51.86%	1247 71.94%Tklm	1183 65.83%Tm	828 64.01%m	725 46.81%	2429 68.83%To	1553 54.64%	3280 63.79%Tq	701 57.09%
No	2389 37.50%cdjk np	1138 36.61%	1242 38.32%	182 20.75%	295 27.72%c	383 38.75%cd	494 45.14%Tcde	397 43.29%Tcd	435 43.20%Tcd	203 48.14%Tcde	486 28.06%	614 34.17%j	465 35.99%j	823 53.19%Tjkl	1100 31.17%	1289 45.36%Tn	1862 36.21%	527 42.91%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 220
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Yes	3982 62.50%b elq	3354 62.74%b	302 56.84%	191 63.25%	134 70.29%Tb	302 56.84%	149 58.92%	465 66.05%el	318 61.22%l	336 60.51%l	271 59.35%	191 63.25%l	313 52.25%	612 72.88%Tef ghijklno	549 63.01%l	339 62.30%l	134 70.29%Tef ijl	3304 60.48%	638 75.11%Tq
No	2389 37.50%d mpr	1992 37.26%	229 43.16%Tad	111 36.75%	57 29.71%	229 43.16%Tgm p	104 41.08%mp	239 33.95%m	201 38.78%m	220 39.49%mp	186 40.65%mp	111 36.75%m	286 47.75%Tgh ikmnop	228 27.12%	322 36.99%m	205 37.70%m	57 29.71%	2159 39.52%Tr	211 24.89%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 221
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Yes	3982 62.50%	3281 62.18%	800 62.07%	174 70.74%Tabdfgl	213 57.65%	31 75.41%	680 61.00%	326 59.30%	646 62.78%	235 71.06%Tabdfgh l	11 43.93%	59 59.31%	27 53.92%	18 67.33%
No	2389 37.50%ci	1996 37.82%ci	489 37.93%ci	72 29.26%	156 42.35%ci	10 24.59%	435 39.00%ci	224 40.70%ci	383 37.22%i	96 28.94%	15 56.07%	41 40.69%	23 46.08%ci	9 32.67%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 222
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Yes	3982 62.50%ty	3961 62.84%Tty	167 71.84%Tnqstw xyz	715 64.00%ty	252 59.12%	37 74.55%y	638 61.86%y	311 56.60%	404 67.43%Tnqtxy	295 67.74%qtxy	468 61.40%	71 56.07%	60 51.18%	254 60.82%	62 60.29%
No	2389 37.50%nou	2343 37.16%ou	65 28.16%	402 36.00%	174 40.88%ouv	13 25.45%	394 38.14%o	239 43.40%Tnopuv	195 32.57%	141 32.26%	294 38.60%o	56 43.93%ouv	58 48.82%Tnoprs uv	164 39.18%o	41 39.71%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 223
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Yes	3982 62.50%g tuw	3800 62.50%g	818 63.02%	193 68.04%d gl	240 58.09%	24 74.02%	778 62.26%	350 57.76%	870 63.62%g l	257 69.16%T adfgl	18 53.83%	67 58.92%	29 49.93%	19 68.04%	2266 65.97%T	328 75.07%T oqrs	1217 64.65%	110 64.32%	584 64.37%	566 51.50%	2019 59.49%t	1034 79.39%T tu	1017 50.53%	2797 68.12%Tw
No	2389 37.50%i opvx	2280 37.50%i	480 36.98%	91 31.96%	173 41.91%c i	8 25.98%	472 37.74%i	256 42.24%T achi	497 36.38%	114 30.84%	16 46.17%	46 41.08%	29 50.07%c hi	9 31.96%	1169 34.03%p	109 24.93%	666 35.35%p	61 35.68%p	323 35.63%p	533 48.50%T uv	1375 40.51%T v	269 20.61%	996 49.47%T x	1309 31.88%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 224
Opinion Influencer
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Yes	658 10.33%bfgh imoq	406 13.07%Tb	246 7.60%	200 22.72%Tdef ghi	166 15.60%Tefg hi	118 11.96%fghi	78 7.10%h	53 5.80%h	25 2.52%	18 4.20%	268 15.49%Tklm	200 11.12%m	120 9.25%m	70 4.52%	468 13.27%To	190 6.67%	569 11.07%Tq	89 7.21%
No	5713 89.67%acdj np	2702 86.93%	2995 92.40%Ta	680 77.28%	898 84.40%c	869 88.04%cd	1018 92.90%Tcde	864 94.20%Tcde	981 97.48%Tcde fg	404 95.80%Tcde	1465 84.51%	1597 88.88%j	1174 90.75%j	1478 95.48%Tjkl	3061 86.73%	2652 93.33%Tn	4573 88.93%	1140 92.79%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 225
Opinion Influencer
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Yes	658 10.33%jlnq	566 10.58%	46 8.65%	25 8.14%	22 11.30%	46 8.65%	30 11.75%n	79 11.16%jn	47 9.01%	57 10.19%	32 6.91%	25 8.14%	45 7.56%	156 18.61%Tefghijklnop	60 6.90%	60 11.10%n	22 11.30%	453 8.29%	202 23.81%Tq
No	5713 89.67%mr	4780 89.42%	485 91.35%	278 91.86%	170 88.70%	485 91.35%m	224 88.25%m	626 88.84%m	472 90.99%m	499 89.81%m	426 93.09%Tgm	278 91.86%m	554 92.44%Tm	684 81.39%	811 93.10%Tfgmo	484 88.90%m	170 88.70%m	5009 91.71%Tr	647 76.19%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 226
Opinion Influencer
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Yes	658 10.33%k	597 11.30%Tk	146 11.32%k	46 18.82%Tabdfghk l	31 8.42%k	16 39.12%	112 10.08%k	62 11.22%k	102 9.95%k	74 22.43%Tabdfghkl	- -	2 1.68%	1 2.68%	1 3.90%
No	5713 89.67%aci	4681 88.70%ci	1143 88.68%ci	200 81.18%	338 91.58%ci	25 60.88%	1003 89.92%ci	488 88.78%ci	927 90.05%ci	256 77.57%	26 100.00%	98 98.32%Tabcdfg hi	50 97.32%ci	25 96.10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 227
Opinion Influencer
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Yes	658 10.33%sxyA	654 10.37%sxyA	66 28.26%Tnpqstu vwxyzA	109 9.74%xyA	48 11.34%xyA	15 30.59%Tnpqstu wxyzA	86 8.31%yA	46 8.35%yA	61 10.20%xyA	74 16.88%Tnpstuw xyA	75 9.80%xyA	3 2.65%	1 1.10%	48 11.54%xyA	2 1.66%
No	5713 89.67%orv	5650 89.63%orv	167 71.74%	1008 90.26%orv	378 88.66%or	34 69.41%	946 91.69%Tnorv	504 91.65%orv	538 89.80%orv	362 83.12%o	687 90.20%orv	124 97.35%Tnopqr uvwz	117 98.90%Tnopqr stuvwz	370 88.46%or	101 98.34%Tnopqrstuvwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 228
Opinion Influencer
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Yes	658 10.33%klu	626 10.30%kl	155 11.92%hkl	45 15.70%Tadfghkl	34 8.12%k	18 55.50%	115 9.24%k	62 10.27%k	122 8.92%k	60 16.16%Tadfghkl	1 1.59%	2 1.48%	1 2.34%	3 12.14%	486 14.13%Tq	118 26.96%Toqs	213 11.33%	34 19.91%Tqs	114 12.60%	165 14.98%Tuv	302 8.89%	148 11.33%u	212 10.53%	415 10.10%
No	5713 89.67%cioprt	5454 89.70%ci	1143 88.08%	239 84.30%	380 91.88%ci	14 44.50%	1134 90.76%ci	543 89.73%ci	1245 91.08%bci	311 83.84%	33 98.41%	111 98.52%Tabcdfghi	57 97.66%Tabci	24 87.86%	2949 85.87%p	319 73.04%	1669 88.67%opr	137 80.09%	793 87.40%pr	934 85.02%	3092 91.11%Ttv	1155 88.67%t	1801 89.47%	3692 89.90%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 229
Tenure
Base: All respondents

	Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Social Grade: AB (j)	Social Grade: C1 (k)	Social Grade: C2 (l)	Social Grade: DE (m)	Social Grade: ABC1 (n)	Social Grade: C2DE (o)	Area type: Urban (p)	Area type: Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Homeowners	4128 64.80%bcde mop	2073 66.68%Tb	2047 63.15%	450 51.19%	595 55.98%	570 57.71%c	707 64.55%cde	676 73.74%Tcde f	781 77.64%Tcde f	348 82.56%Tcde fg	1290 74.45%Tkm	1147 63.84%m	949 73.41%Tkm	742 47.91%	2437 69.05%To	1691 59.51%	3228 62.77%	901 73.30%Tp
Owned outright - without mortgage	2301 36.11%bcde fkmop	1192 38.35%Tb	1104 34.04%	200 22.74%de	156 14.65%	123 12.45%	284 25.92%de	483 52.67%Tcde f	730 72.50%Tcde fg	325 77.13%Tcde fg	754 43.53%Tklm	600 33.40%	485 37.49%km	461 29.79%	1354 38.37%To	946 33.30%	1731 33.67%	569 46.34%Tp
Owned with a mortgage or loan	1828 28.69%ghim o	880 28.33%	943 29.11%	250 28.44%ghi	440 41.33%Tcgh i	447 45.26%Tcfg hi	423 38.63%Tcgh i	193 21.06%hi	52 5.14%	23 5.43%	536 30.91%Tm	547 30.45%m	464 35.91%Tjkm	281 18.12%	1083 30.68%To	745 26.22%	1496 29.10%	331 26.96%
NET: Renters	2132 33.47%aghi jlnq	984 31.65%	1137 35.07%Ta	374 42.57%Tfgh i	440 41.35%Tfgh i	406 41.08%Tfgh i	383 34.98%ghi	238 25.91%i	223 22.18%i	69 16.29%	404 23.33%	611 34.00%jl	330 25.52%	787 50.85%Tjkl	1015 28.76%	1117 39.32%Tn	1826 35.51%Tq	307 24.95%
NET: Rent from Council/ Housing Association	1319 20.71%ahij klnq	591 19.03%	719 22.19%Ta	216 24.52%Tdgh i	207 19.45%i	249 25.19%Tdgh i	251 22.88%hi	175 19.02%i	172 17.10%i	51 12.07%	192 11.07%	325 18.10%j	201 15.51%j	602 38.87%Tjkl	517 14.65%	802 28.24%Tn	1117 21.72%Tq	203 16.49%
Rented from the council	828 13.00%ijkl n	382 12.29%	445 13.74%	100 11.35%i	130 12.18%i	168 17.02%Tcdg hi	170 15.50%Tci	111 12.14%i	123 12.23%i	27 6.35%	93 5.35%	186 10.37%j	137 10.57%j	413 26.66%Tjkl	279 7.91%	549 19.33%Tn	689 13.41%	139 11.32%
Rented from a housing association	491 7.71%ahjln q	210 6.74%	274 8.46%a	116 13.17%Tdefg hi	77 7.27%	81 8.18%h	81 7.37%h	63 6.88%	49 4.87%	24 5.72%	99 5.71%	139 7.73%jl	64 4.94%	189 12.21%Tjkl	238 6.74%	253 8.90%Tn	427 8.31%Tq	64 5.17%
Rented from someone else	813 12.76%ghil oq	392 12.62%	417 12.87%	159 18.05%Tfgh i	233 21.90%Tefg hi	157 15.88%Tfgh i	133 12.10%ghi	63 6.89%	51 5.08%	18 4.22%	212 12.26%	286 15.90%Tjlm	129 10.01%	186 11.98%	498 14.11%To	315 11.08%	709 13.79%Tq	104 8.47%
Rent free	110 1.73%fgho	52 1.67%	58 1.78%	55 6.24%Tdefg hi	28 2.68%Tefgh	12 1.21%h	5 0.47%	3 0.36%	2 0.18%	5 1.15%h	39 2.23%l	39 2.16%l	14 1.07%	19 1.24%	77 2.19%To	33 1.16%	89 1.73%	22 1.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 230
Tenure
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Homeowners	4128 64.80%abemr	3413 63.84%	316 59.57%	234 77.37%Tabc	165 86.11%Tabc	316 59.57%m	150 59.08%	454 64.44%m	349 67.17%em	394 70.86%Tefgm	303 66.18%m	234 77.37%Tefghjlmno	393 65.54%m	439 52.27%	571 65.47%m	361 66.37%em	165 86.11%Tefghijklmno	3710 67.93%Tr	394 46.42%
Owned outright - without mortgage	2301 36.11%r	1913 35.78%	175 32.94%	124 41.06%b	89 46.36%Tab	175 32.94%	88 34.73%	236 33.53%	197 37.87%	195 34.99%	165 36.02%	124 41.06%egm	236 39.30%m	274 32.63%	325 37.28%	198 36.36%	89 46.36%Tefgijmno	2129 38.97%Tr	155 18.27%
Owned with a mortgage or loan	1828 28.69%am	1500 28.06%	141 26.62%	110 36.31%Tab	76 39.75%Tab	141 26.62%m	62 24.35%	218 30.91%m	152 29.29%m	199 35.87%Tefhlmn	138 30.15%m	110 36.31%Teflmn	157 26.24%m	165 19.65%	246 28.19%m	163 30.01%m	76 39.75%Tefghjlmno	1582 28.95%	239 28.15%
NET: Renters	2132 33.47%cdikpq	1839 34.39%Tcd	205 38.60%Tcd	63 20.79%	26 13.57%	205 38.60%Thikop	101 39.85%ikop	235 33.31%ikp	165 31.83%kp	149 26.81%p	152 33.33%kp	63 20.79%	198 33.07%ikp	382 45.41%Teghijklnop	285 32.72%ikp	171 31.43%kp	26 13.57%	1667 30.52%	435 51.21%Tq
NET: Rent from Council/ Housing Association	1319 20.71%cdkpq	1129 21.12%cd	136 25.62%Tacd	38 12.49%	16 8.46%	136 25.62%Thijknop	70 27.52%Thijknop	151 21.45%kp	102 19.60%kp	101 18.19%p	89 19.39%kp	38 12.49%	132 21.98%kp	227 26.97%Tghijknop	161 18.51%kp	97 17.84%p	16 8.46%	1018 18.64%	282 33.17%Tq
Rented from the council	828 13.00%cdkopq	705 13.18%cd	88 16.58%Tcd	24 7.87%	12 6.25%	88 16.58%Tiknop	44 17.47%iknop	84 11.98%	64 12.24%p	61 10.98%	63 13.69%kop	24 7.87%	84 13.96%kop	156 18.59%Tghiklnop	100 11.42%	49 9.05%	12 6.25%	660 12.08%	159 18.78%Tq
Rented from a housing association	491 7.71%dpq	425 7.95%d	48 9.03%cd	14 4.62%	4 2.21%	48 9.03%kp	25 10.06%kp	67 9.47%kp	38 7.35%p	40 7.21%p	26 5.70%	14 4.62%	48 8.03%p	70 8.38%p	62 7.09%p	48 8.79%p	4 2.21%	358 6.56%	122 14.40%Tq
Rented from someone else	813 12.76%cdikpq	709 13.27%Tcd	69 12.99%d	25 8.30%	10 5.11%	69 12.99%ip	31 12.32%p	84 11.86%p	64 12.23%p	48 8.62%	64 13.94%ikp	25 8.30%	66 11.09%p	155 18.44%Teghiklop	124 14.21%ikp	74 13.59%ikp	10 5.11%	649 11.88%	153 18.04%Tq
Rent free	110 1.73%q	94 1.77%	10 1.83%	6 1.84%	1 0.32%	10 1.83%	3 1.08%	16 2.25%j	5 1.00%	13 2.33%j	2 0.49%	6 1.84%	8 1.38%	19 2.32%j	16 1.81%	12 2.20%	1 0.32%	85 1.56%	20 2.37%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 231
Tenure
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Homeowners	4128 64.80%	3601 68.23%T	941 73.00%Tacfghi	156 63.26%	258 69.99%	18 42.97%	751 67.35%	359 65.44%	703 68.27%T	209 63.30%	16 60.63%	66 65.79%	35 68.70%	17 62.67%
Owned outright - without mortgage	2301 36.11%	2095 39.70%Tcfi	597 46.29%Tacfghi	77 31.36%	171 46.28%Tacfhi	10 23.98%	383 34.38%	213 38.84%	405 39.33%fi	103 31.16%	12 46.12%	42 42.22%	21 42.16%	10 37.93%
Owned with a mortgage or loan	1828 28.69%	1506 28.53%	344 26.72%	79 31.90%	88 23.70%	8 18.98%	368 32.97%Tabdg	146 26.61%	298 28.94%	106 32.14%d	4 14.50%	23 23.57%	14 26.54%	7 24.74%
NET: Renters	2132 33.47%abh	1588 30.09%b	314 24.36%	90 36.58%b	110 29.76%	24 57.03%	343 30.76%b	184 33.46%b	310 30.12%b	117 35.52%b	10 39.37%	31 31.56%	15 30.37%	8 31.38%
NET: Rent from Council/ Housing Association	1319 20.71%ab	1031 19.53%b	195 15.11%	61 24.63%b	66 17.88%	21 50.89%	242 21.67%b	114 20.83%b	210 20.39%b	68 20.66%b	6 24.09%	17 16.79%	8 16.55%	5 19.48%
Rented from the council	828 13.00%ab	660 12.51%b	112 8.69%	32 12.82%	49 13.37%b	16 38.47%	158 14.14%b	63 11.53%	157 15.22%ab	37 11.11%	6 24.09%	10 10.11%	5 8.84%	4 13.27%
Rented from a housing association	491 7.71%adh	371 7.02%h	83 6.42%	29 11.80%Tabdh	17 4.51%	5 12.42%	84 7.54%	51 9.30%dh	53 5.17%	32 9.56%dh	- -	7 6.69%	4 7.72%	2 6.21%
Rented from someone else	813 12.76%abfh	557 10.55%	119 9.24%	29 11.95%	44 11.89%	3 6.14%	101 9.08%	69 12.63%	100 9.72%	49 14.86%abfh	4 15.28%	15 14.77%	7 13.82%	3 11.90%
Rent free	110 1.73%d	89 1.68%d	34 2.64%Tacd	* 0.16%	1 0.25%	- -	21 1.89%	6 1.09%	17 1.61%	4 1.18%	- -	3 2.65%d	* 0.93%	2 5.95%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 232
Tenure
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Homeowners	4128 64.80%qru	4085 64.81%qru	176 75.76%Tnpqru wzA	721 64.55%qr	205 48.05%r	9 18.95%	708 68.61%TnqruA	402 73.15%Tnpqru wzA	355 59.21%qr	298 68.38%qruA	485 63.63%qr	94 74.27%qruwA	89 75.19%Tnpqru wA	274 65.45%qr	57 55.98%r
Owned outright - without mortgage	2301 36.11%npqru	2265 35.93%pqru	131 56.31%Tnpqrs uvwxzA	342 30.63%r	108 25.22%r	2 5.02%	371 35.96%pqru	276 50.19%Tnpqrs uvwzA	178 29.77%r	173 39.59%pqru	266 34.98%qr	51 40.40%qru	57 48.59%Tnpqrs uwzA	140 33.54%qr	33 31.80%r
Owned with a mortgage or loan	1828 28.69%oqt	1820 28.88%Toqt	45 19.44%	379 33.92%Tnoqrt w	97 22.83%	7 13.93%	337 32.65%Tnoqrt	126 22.96%	176 29.44%oqt	125 28.78%o	218 28.65%o	43 33.87%oqrt	31 26.60%	133 31.91%oqrt	25 24.18%
NET: Renters	2132 33.47%ostxy	2109 33.46%ostxy	54 23.08%	380 34.00%otxy	216 50.57%Tnopst uvwxyz	37 75.85%Tnopqs tuvwxyzA	309 29.93%	139 25.31%	233 38.89%Tnostv xy	129 29.61%	266 34.99%otxy	30 23.46%	25 21.07%	135 32.36%oty	45 43.39%ostvxy
NET: Rent from Council/ Housing Association	1319 20.71%sty	1303 20.67%sy	37 15.86%	258 23.08%ostvy	138 32.33%Tnopst uvwxyz	22 43.68%Tnopst uvwxyz	185 17.90%y	92 16.83%	142 23.67%ostvy	75 17.25%	149 19.60%y	18 14.38%	11 8.93%	90 21.44%y	30 28.77%ostvxy
Rented from the council	828 13.00%y	818 12.98%y	23 10.07%	156 13.98%y	85 19.88%Tnopst vwy	19 38.03%Tnopqs tuvwxyz	116 11.26%y	58 10.57%y	92 15.28%sty	50 11.44%y	89 11.68%y	15 11.43%y	4 3.70%	59 14.18%y	20 19.84%ostwy
Rented from a housing association	491 7.71%	485 7.69%	13 5.80%	102 9.10%x	53 12.46%Tnostvw xyz	3 5.65%	69 6.64%	34 6.26%	50 8.39%	25 5.81%	60 7.91%	4 2.95%	6 5.23%	30 7.26%	9 8.93%
Rented from someone else	813 12.76%ot	806 12.79%ot	17 7.22%	122 10.92%	78 18.24%Tnopst vxz	16 32.17%Tnopst uvwxyzA	124 12.03%	47 8.48%	91 15.22%opt	54 12.36%	117 15.39%Tnopt	12 9.08%	14 12.13%	46 10.92%	15 14.62%
Rent free	110 1.73%	109 1.73%	3 1.16%	16 1.45%	6 1.37%	3 5.20%	15 1.46%	8 1.54%	11 1.90%	9 2.02%	11 1.38%	3 2.27%	4 3.75%	9 2.18%	1 0.63%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 233
Tenure
Base: All respondents

	Total (T)	Q.3 Broadband supplier: Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Q.4 Pay TV supplier: Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Financial vulnerability (Using Q21): Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Impacting/ limiting conditions: Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Homeowners	4128 64.80% r tw	4006 65.89%T c	927 71.40%T acfghk	166 58.50%	287 69.45%c g	18 56.58%	834 66.72%c	376 62.08%	882 64.54%	243 65.54%	21 61.71%	68 60.04%	34 59.07%	17 60.55%	2292 66.74%T r	309 70.82%T r	1256 66.71%r	95 55.68%	610 67.19%r	497 45.23%	2286 67.36%T t	989 75.94%T tu	1126 55.92%	2860 69.65%Tw
Owned outright - without mortgage	2301 36.11%c ftvw	2234 36.74%T cfi	568 43.73%T acfghi	84 29.58%	181 43.78%T acfghi	5 14.78%	415 33.21%	221 36.53%	478 34.98%	114 30.78%	15 44.70%	45 39.57%	22 38.52%	10 35.08%	1242 36.16%	179 41.12%o qr	657 34.89%	49 28.59%	346 38.13%r	267 24.30%	1410 41.56%T tv	417 31.99%t	677 33.61%	1561 38.03%Tw
Owned with a mortgage or loan	1828 28.69%t uw	1772 29.15%T	359 27.67%	82 28.92%	106 25.67%	13 41.80%	419 33.51%T abdgkl	155 25.54%	404 29.56%	129 34.76%T abdgkl	6 17.00%	23 20.47%	12 20.56%	7 25.47%	1050 30.58%T	130 29.70%	599 31.82%T	46 27.10%	264 29.06%	230 20.93%	876 25.80%t	573 43.95%T tu	449 22.31%	1298 31.62%Tw
NET: Renters	2132 33.47%a bopquvx	1970 32.41%b	338 26.03%	116 40.81%T abdf	122 29.63%	14 43.42%	391 31.26%b	222 36.68%a bdf	464 33.96%b	125 33.75%b	13 38.29%	43 37.63%b	22 37.15%	9 33.78%	1075 31.29%	118 27.01%	584 31.02%	73 42.84%T opqs	286 31.51%	588 53.55%T uv	1059 31.21%v	285 21.90%	853 42.35%T x	1181 28.76%
NET: Rent from Council/ Housing Association	1319 20.71%a bdpuvx	1223 20.11%b	205 15.82%	78 27.57%T abdfik	68 16.36%	11 36.00%	265 21.16%b	140 23.07%b d	291 21.28%b	65 17.61%	8 24.27%	18 16.10%	12 19.92%	5 18.57%	720 20.96%p	67 15.36%	401 21.28%p	45 26.13%p	201 22.11%p	438 39.85%T uv	638 18.81%v	113 8.67%	602 29.92%T x	649 15.81%
Rented from the council	828 13.00%b puvx	780 12.82%b	121 9.30%	46 16.11%b i	50 12.02%	6 19.74%	170 13.56%b	82 13.50%b	212 15.53%Ta bi	36 9.65%	6 18.50%	10 8.92%	6 10.57%	4 12.65%	476 13.87%p	33 7.49%	263 13.98%p	30 17.87%p	148 16.27%T p	307 27.96%T uv	379 11.18%v	66 5.05%	391 19.43%Tx	390 9.50%
Rented from a housing association	491 7.71%ad hvx	443 7.28%dh	85 6.51%	33 11.46%Ta bdh	18 4.34%	5 16.25%	95 7.60%	58 9.57%ab dh	79 5.76%	30 7.95%	2 5.76%	8 7.19%	5 9.35%	2 5.91%	244 7.10%	34 7.87%	137 7.30%	14 8.26%	53 5.84%	131 11.88%Tu v	259 7.63%v	47 3.63%	211 10.49%Tx	259 6.31%
Rented from someone else	813 12.76%a bfoqs	748 12.30%b f	133 10.21%	38 13.24%	55 13.28%	2 7.43%	126 10.10%	82 13.61%	173 12.68%	60 16.14%b f	5 14.03%	24 21.52%T abfh	10 17.24%	4 15.21%	355 10.33%	51 11.65%	183 9.74%	28 16.70%oq s	85 9.40%	151 13.70%	421 12.40%	172 13.23%	250 12.43%	532 12.95%
Rent free	110 1.73%	103 1.70%	33 2.57%Ta	2 0.69%	4 0.92%	- -	25 2.01%	8 1.24%	20 1.50%	3 0.71%	- -	3 2.34%	2 3.77%	2 5.68%	68 1.97%	9 2.17%	43 2.27%	3 1.48%	12 1.30%	13 1.22%	48 1.43%	28 2.15%	35 1.73%	65 1.59%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 234
What is the highest educational level that you have achieved to date?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
No formal education	32 0.50%kn	12 0.39%	20 0.62%	2 0.25%	2 0.22%	4 0.44%	9 0.84%	1 0.14%	11 1.10%Tdg	2 0.39%	4 0.23%	4 0.20%	6 0.49%	18 1.18%Tjk	8 0.21%	25 0.87%Tn	26 0.50%	6 0.51%
Primary	44 0.69%jn	25 0.81%	19 0.58%	6 0.64%	5 0.49%	6 0.58%	8 0.70%	4 0.40%	10 1.04%	6 1.34%	1 0.06%	6 0.35%	9 0.71%j	27 1.77%Tjkl	7 0.21%	37 1.29%Tn	39 0.76%	5 0.40%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3213 50.43%cdjk np	1526 49.09%	1682 51.89%T	338 38.41%	376 35.37%	473 47.95%cd	616 56.22%Tcde	546 59.55%Tcde	619 61.50%Tcde f	244 57.95%Tcde	531 30.67%	836 46.54%j	784 60.64%Tjk	1061 68.53%Tjkl	1367 38.74%	1845 64.94%Tn	2534 49.28%	679 55.24%Tp
University degree or equivalent professional qualification, NVQ level 4, etc.	2088 32.77%chlm o	1053 33.89%	1025 31.62%	238 27.01%	449 42.23%Tcef ghi	349 35.31%ch	351 32.05%ch	293 31.94%h	273 27.13%	135 32.08%	736 42.48%Tklm	650 36.16%Tlm	373 28.85%m	329 21.23%	1386 39.26%To	702 24.70%	1701 33.09%	386 31.43%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	744 11.67%fghi lmoq	387 12.46%	355 10.96%	108 12.24%gi	196 18.45%Tcef ghi	143 14.49%Tfghi	103 9.41%	72 7.80%	92 9.10%	31 7.26%	382 22.05%Tklm	193 10.76%lm	85 6.56%	83 5.39%	575 16.30%To	168 5.92%	637 12.38%Tq	107 8.71%
Still in full time education	197 3.09%aefgh ilmo	72 2.31%	120 3.69%Ta	170 19.30%Tdefg hi	21 2.00%efghi	3 0.28%	3 0.26%	- -	- -	- -	66 3.79%lm	95 5.27%Tlm	25 1.91%m	12 0.75%	160 4.54%To	36 1.28%	156 3.03%	41 3.33%
Don't know	9 0.14%	7 0.22%	2 0.07%	4 0.41%	2 0.19%	- -	2 0.16%	- -	- -	2 0.39%	2 0.10%	2 0.11%	1 0.09%	4 0.27%	4 0.11%	5 0.19%	7 0.14%	2 0.14%
Prefer not to answer	45 0.71%h	26 0.83%	19 0.58%	15 1.73%Tfgh	11 1.06%gh	9 0.94%h	4 0.37%	2 0.19%	1 0.11%	2 0.57%	11 0.62%	11 0.62%	10 0.74%	14 0.88%	22 0.62%	23 0.82%	42 0.82%	3 0.24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 235
What is the highest educational level that you have achieved to date?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
No formal education	32 0.50%	30 0.56%	1 0.27%	1 0.20%	- -	1 0.27%	5 1.97%Tegh mn	1 0.09%	1 0.16%	3 0.45%	6 1.29%Tgn	1 0.20%	6 0.94%	3 0.40%	1 0.11%	5 0.95%n	- -	25 0.46%	6 0.70%
Primary	44 0.69%	34 0.64%	1 0.22%	9 2.88%Tabd	- -	1 0.22%	2 0.69%	3 0.39%	6 1.09%	5 0.84%	3 0.64%	9 2.88%Tegi jlmnop	3 0.49%	6 0.71%	6 0.74%	1 0.19%	- -	38 0.70%	4 0.48%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3213 50.43%b dempr	2758 51.59%Tbd	233 43.92%	146 48.14%	76 39.72%	233 43.92%	140 55.23%emp	375 53.18%emp	286 55.02%emp	323 58.16%Tek mnop	256 56.00%Tem p	146 48.14%m	326 54.31%emp	340 40.50%	439 50.34%mp	273 50.25%mp	76 39.72%	2922 53.49%Tr	270 31.79%
University degree or equivalent professional qualification, NVQ level 4, etc.	2088 32.77%a fhq	1712 32.02%	203 38.30%Ta	95 31.40%	77 40.50%Ta	203 38.30%Tfh ij	63 24.88%	238 33.80%fh	135 26.10%	169 30.36%	137 29.85%	95 31.40%	191 31.92%	306 36.36%Tfh ij	300 34.45%fh	173 31.73%	77 40.50%Tfh ij	1751 32.06%	310 36.55%Tq
Higher university degree, doctorate, MBA, NVQ level 5, etc.	744 11.67%a ijq	601 11.25%	64 12.01%	45 14.78%	34 17.73%Ta	64 12.01%i	28 11.21%	69 9.85%	69 13.37%ij	39 7.06%	38 8.28%	45 14.78%ijl	56 9.27%	136 16.22%Tgi jln	99 11.32%i	66 12.21%i	34 17.73%Tgi jln	579 10.60%	161 18.97%Tq
Still in full time education	197 3.09%q	163 3.06%	24 4.57%	7 2.18%	2 1.20%	24 4.57%g	14 5.66%Tgln p	12 1.74%	19 3.69%	14 2.54%	15 3.36%	7 2.18%	13 2.14%	29 3.51%	23 2.65%	23 4.16%g	2 1.20%	107 1.96%	87 10.25%Tq
Don't know	9 0.14%	6 0.11%	3 0.62%Ta	- -	- -	3 0.62%T	- -	1 0.16%	- -	- -	1 0.27%	- -	1 0.24%	1 0.11%	- -	1 0.20%	- -	7 0.13%	2 0.21%
Prefer not to answer	45 0.71%q	42 0.78%	* 0.09%	1 0.42%	2 0.84%	* 0.09%	1 0.36%	6 0.78%	3 0.58%	3 0.59%	1 0.31%	1 0.42%	4 0.69%	18 2.18%Tehi jno	3 0.40%	2 0.31%	2 0.84%	32 0.59%	9 1.05%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 236
What is the highest educational level that you have achieved to date?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
No formal education	32 0.50%	26 0.49%	7 0.51%	2 0.63%	* 0.10%	- -	10 0.88%	3 0.62%	2 0.24%	1 0.32%	- -	- -	1 1.13%	- -
Primary	44 0.69%	37 0.70%	5 0.40%	1 0.36%	2 0.61%	- -	12 1.12%	5 0.89%	9 0.91%	2 0.55%	- -	- -	- -	- -
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3213 50.43%i	2708 51.32%Ti	656 50.89%i	120 48.86%i	184 49.79%i	9 21.74%	627 56.23%Tabi	280 51.03%i	539 52.38%i	127 38.51%	18 70.34%	53 52.97%i	30 58.55%i	15 55.92%
University degree or equivalent professional qualification, NVQ level 4, etc.	2088 32.77%	1710 32.41%	402 31.22%	72 29.19%	130 35.19%	18 42.96%	333 29.83%	188 34.19%	353 34.31%	113 34.26%	7 26.06%	33 33.00%	13 24.88%	11 39.98%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	744 11.67%f	617 11.70%f	176 13.62%Tafgh	31 12.75%	46 12.43%	7 17.93%	103 9.25%	50 9.08%	102 9.91%	66 19.87%Tabdfgh	- -	14 14.02%	7 13.01%	1 4.10%
Still in full time education	197 3.09%ah	137 2.60%h	38 2.93%h	15 6.14%Tabdfhk	5 1.24%	5 11.12%	26 2.32%	19 3.44%h	14 1.38%	13 4.08%dh	1 3.60%	- -	1 2.44%	- -
Don't know	9 0.14%	9 0.17%	- -	1 0.44%b	2 0.64%Tb	- -	1 0.05%	1 0.20%	1 0.12%	3 0.82%Tabf	- -	- -	- -	- -
Prefer not to answer	45 0.71%	32 0.61%	5 0.42%	4 1.64%df	- -	3 6.25%	4 0.33%	3 0.54%	8 0.75%	5 1.59%df	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 237
What is the highest educational level that you have achieved to date?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
No formal education	32 0.50%	31 0.50%	1 0.48%	7 0.66%	3 0.61%	- -	3 0.28%	6 1.06%	2 0.31%	1 0.12%	2 0.29%	3 2.07%Tnsvw	1 0.49%	3 0.83%	- -
Primary	44 0.69%	42 0.66%	- -	6 0.54%	* 0.10%	3 5.59%Tnopqstuwz	6 0.60%	2 0.39%	6 1.01%	5 1.23%	2 0.32%	2 1.25%	2 1.71%q	3 0.74%	2 1.84%q
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3213 50.43%or	3182 50.47%or	95 40.91%	542 48.55%r	200 46.88%r	13 26.76%	555 53.82%Tnopqrvx	332 60.36%Tnopqrsuvwx	290 48.43%r	203 46.61%r	397 52.17%orx	51 40.43%	65 55.19%orx	236 56.35%Tnopqruvx	56 54.69%or
University degree or equivalent professional qualification, NVQ level 4, etc.	2088 32.77%t	2067 32.79%t	84 36.03%t	388 34.74%t	142 33.34%	24 48.48%stwz	322 31.24%	148 26.87%	196 32.70%	146 33.40%	237 31.07%	54 42.70%Tnstwz	43 36.25%	121 28.84%	34 33.63%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	744 11.67%ty	741 11.75%ty	50 21.39%Tnpqstuwxyz A	118 10.55%	57 13.44%ty	9 18.15%ty	109 10.60%	41 7.45%	75 12.54%ty	71 16.33%Tnpstyz	100 13.09%ty	14 10.82%	5 4.42%	44 10.51%	9 9.10%
Still in full time education	197 3.09%	193 3.06%	3 1.20%	43 3.86%	21 4.96%Tnosv	1 1.02%	26 2.54%	16 2.99%	23 3.82%	8 1.73%	20 2.67%	3 2.75%	2 1.94%	10 2.35%	- -
Don't know	9 0.14%n	8 0.13%	- -	1 0.10%	1 0.26%	- -	1 0.05%	1 0.26%	2 0.34%	2 0.44%	- -	- -	- -	- -	- -
Prefer not to answer	45 0.71%n	39 0.63%	- -	11 1.01%	2 0.41%	- -	9 0.88%	3 0.61%	5 0.85%	1 0.13%	3 0.39%	- -	- -	2 0.39%	1 0.75%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 238
What is the highest educational level that you have achieved to date?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
No formal education	32 0.50%v	29 0.47%	7 0.53%	* 0.13%	* 0.09%	- -	10 0.78%	6 0.93%	4 0.30%	1 0.29%	- -	- -	1 0.99%	- -	17 0.50%	- -	15 0.79%	- -	2 0.26%	14 1.27%Tu v	15 0.45%v	- -	16 0.77%	16 0.38%
Primary	44 0.69%x	42 0.69%	6 0.50%	- -	2 0.55%	- -	14 1.15%	7 1.10%	9 0.67%	3 0.79%	- -	- -	- -	- -	29 0.83%	3 0.67%	19 1.00%	2 1.40%	5 0.50%	11 0.97%v	23 0.69%	3 0.22%	25 1.24%Tx	15 0.36%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3213 50.43%i pvx	3075 50.58%i	654 50.38%i	142 49.91%i	204 49.49%i	12 38.58%	696 55.71%T abgi	303 50.04%i	709 51.86%i	141 38.01%	22 64.21%	52 45.92%	28 47.93%	15 53.77%	1798 52.36%T p	183 41.96%	1042 55.37%T opr	76 44.83%	473 52.06%p	630 57.31%T v	1815 53.49%T v	480 36.80%	1098 54.55%T x	2012 49.00%
University degree or equivalent professional qualification, NVQ level 4, etc.	2088 32.77%o qtw	2011 33.08%T	413 31.79%	86 30.24%	148 35.85%	14 43.72%	389 31.09%	210 34.64%	462 33.76%	126 33.97%	9 25.58%	38 33.40%	21 35.77%	11 38.11%	1068 31.09%q	139 31.83%	545 28.97%	64 37.74%q	311 34.28%q	277 25.17%	1116 32.89%t	544 41.73%T tu	606 30.11%	1393 33.93%Tw
Higher university degree, doctorate, MBA, NVQ level 5, etc.	744 11.67%f quw	714 11.74%f	178 13.70%T afg	36 12.56%f	51 12.46%f	1 2.26%	101 8.07%	57 9.37%	148 10.82%f	76 20.42%Tabcd fgh	- -	21 18.25%f gh	8 13.18%	2 8.12%	404 11.76%q	91 20.81%T oqrs	191 10.14%	15 8.65%	102 11.24%	110 10.01%	353 10.40%	238 18.29%T tu	203 10.09%	516 12.57%Tw
Still in full time education	197 3.09%ad hsuw	166 2.74%	32 2.43%	11 3.86%d	4 1.06%	5 15.45%	36 2.88%	19 3.16%	26 1.89%	20 5.50%T abdfh	3 10.21%	3 2.44%	1 2.14%	- -	95 2.77%s	18 4.19%s	58 3.10%s	6 3.68%	12 1.37%	49 4.49%Tu	60 1.78%	37 2.83%	45 2.25%	140 3.40%w
Don't know	9 0.14%x	8 0.13%	- -	1 0.38%	2 0.51%b	- -	1 0.04%	1 0.18%	1 0.09%	2 0.55%b	- -	- -	- -	- -	4 0.13%	- -	1 0.03%	3 1.50%To pqs	1 0.15%	1 0.06%	5 0.14%	- -	6 0.29%x	1 0.04%
Prefer not to answer	45 0.71%au vx	35 0.57%	9 0.67%	8 2.91%Tabdf ghi	- -	- -	3 0.27%	3 0.57%	8 0.61%	2 0.47%	- -	- -	- -	- -	19 0.55%	2 0.54%	12 0.61%	4 2.21%To qs	1 0.14%	8 0.73%u	5 0.15%	2 0.13%	14 0.69%	13 0.32%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 239

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Yes - responsible for half or more of the items bought	5748 90.22%acnq	2713 87.29%	3025 93.32%Ta	572 65.07%	991 93.13%Tc	943 95.51%Tcdi	1060 96.78%Tcdg hi	861 93.84%Tc	938 93.21%Tc	383 90.90%c	1542 88.97%	1610 89.64%	1158 89.54%	1438 92.86%TjkI	3152 89.31%	2596 91.35%Tn	4667 90.75%Tq	1081 88.02%
No - not responsible for most of the items bought	623 9.78%bdef ghmop	395 12.71%Tb	216 6.68%	307 34.93%Tdefg hi	73 6.87%ef	44 4.49%	35 3.22%	56 6.16%f	68 6.79%f	38 9.10%ef	191 11.03%m	186 10.36%m	135 10.46%m	111 7.14%	377 10.69%To	246 8.65%	476 9.25%	147 11.98%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 240

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Yes - responsible for half or more of the items bought	5748 90.22%air	4800 89.78%	492 92.67%	272 89.93%	184 96.17%Tac	492 92.67%in	233 91.80%	632 89.70%	472 90.97%	485 87.14%	406 88.71%	272 89.93%	553 92.28%in	756 89.93%	770 88.35%	494 90.73%	184 96.17%Tghijkmno	4988 91.32%Tr	714 84.11%
No - not responsible for most of the items bought	623 9.78%dpq	546 10.22%Td	39 7.33%	30 10.07%d	7 3.83%	39 7.33%	21 8.20%	73 10.30%p	47 9.03%p	72 12.86%Telp	52 11.29%p	30 10.07%p	46 7.72%	85 10.07%p	101 11.65%elp	50 9.27%p	7 3.83%	474 8.68%	135 15.89%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 241

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Yes - responsible for half or more of the items bought	5748 90.22%	4789 90.75%T	1175 91.14%	217 87.97%	325 87.99%	39 94.25%	1029 92.25%Td	504 91.76%	921 89.47%	297 89.83%	25 96.40%	92 92.22%	45 87.98%	25 96.44%
No - not responsible for most of the items bought	623 9.78%af	488 9.25%	114 8.86%	30 12.03%	44 12.01%f	2 5.75%	86 7.75%	45 8.24%	108 10.53%	34 10.17%	1 3.60%	8 7.78%	6 12.02%	1 3.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 242

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Yes - responsible for half or more of the items bought	5748 90.22%	5692 90.30%	216 92.93%	1000 89.55%	376 88.19%	44 90.04%	931 90.21%	499 90.75%	545 90.99%	402 92.34%	683 89.68%	117 92.19%	102 86.10%	387 92.56%	98 95.29%y
No - not responsible for most of the items bought	623 9.78%	611 9.70%	16 7.07%	117 10.45%	50 11.81%	5 9.96%	101 9.79%	51 9.25%	54 9.01%	33 7.66%	79 10.32%	10 7.81%	16 13.90%A	31 7.44%	5 4.71%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 243

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Yes - responsible for half or more of the items bought	5748 90.22%	5518 90.76%T h	1186 91.35%	256 90.32%	363 87.95%	32 100.00%	1154 92.37%T dh	554 91.56%	1212 88.63%	333 89.63%	33 95.65%	105 93.14%	54 93.42%	28 100.00%	3114 90.66%	400 91.65%	1712 90.94%	158 92.85%	807 88.90%	996 90.60%	3138 92.45%T v	1170 89.77%	1817 90.23%	3718 90.54%
No - not responsible for most of the items bought	623 9.78%af u	561 9.24%	112 8.65%	27 9.68%	50 12.04%f	- -	95 7.63%	51 8.44%	155 11.37%a f	38 10.37%	1 4.35%	8 6.86%	4 6.58%	- -	321 9.34%	36 8.35%	171 9.06%	12 7.15%	101 11.10%	103 9.40%	256 7.55%	133 10.23%u	197 9.77%	388 9.46%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 244
How many cars are there in your household?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
No cars in the household	1337 20.99%agjlnq	609 19.59%	724 22.33%Ta	198 22.51%g	244 22.97%gi	238 24.07%Tgi	226 20.62%g	151 16.43%	208 20.68%g	73 17.23%	253 14.57%	404 22.46%jl	162 12.52%	519 33.54%Tjkl	656 18.59%	681 23.97%Tn	1230 23.91%Tq	108 8.75%
NET: Any	5034 79.01%bemop	2499 80.41%Tb	2518 77.67%	681 77.49%	819 77.03%	750 75.93%	870 79.38%	767 83.57%Tcdefh	798 79.32%	349 82.77%de	1480 85.43%Tkm	1393 77.54%m	1131 87.48%Tkm	1029 66.46%	2873 81.41%To	2160 76.03%	3913 76.09%	1121 91.25%Tp
1	2584 40.57%cd	1293 41.61%	1285 39.65%	202 22.95%	385 36.16%c	410 41.51%cd	437 39.85%c	398 43.41%cd	502 49.87%Tcdefg	252 59.72%Tcdefgh	697 40.23%	751 41.80%	511 39.54%	625 40.37%	1448 41.03%	1136 39.99%	2114 41.11%	470 38.28%
2	1864 29.26%hikmp	929 29.89%	927 28.59%	288 32.77%Tfhi	350 32.93%Tfhi	283 28.68%i	301 27.43%i	302 32.93%Tfhi	255 25.32%	85 20.25%	600 34.61%Tkm	475 26.43%m	489 37.80%Tkm	301 19.44%	1075 30.45%T	790 27.79%	1388 26.99%	477 38.78%Tp
3+	585 9.18%ehimop	277 8.91%	306 9.43%	191 21.77%Tdefghi	85 7.95%hi	57 5.75%i	133 12.10%Tdeghi	66 7.24%hi	42 4.13%	12 2.80%	184 10.59%Tm	167 9.31%m	131 10.14%m	103 6.66%	351 9.94%To	234 8.24%	411 7.99%	174 14.19%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 245
How many cars are there in your household?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
No cars in the household	1337 20.99%c dijklno pq	1167 21.83%Tcd	129 24.28%cd	28 9.29%	13 6.95%	129 24.28%ijk lnop	65 25.56%ijk lnop	160 22.68%ijk lnop	108 20.86%kp	94 16.98%kp	74 16.10%kp	28 9.29%	100 16.74%kp	326 38.78%Tef ghijklnop	153 17.52%kp	87 15.99%kp	13 6.95%	1059 19.38%	257 30.27%Tq
NET: Any	5034 79.01%a mr	4179 78.17%	402 75.72%	274 90.71%Tab	178 93.05%Tab	402 75.72%m	189 74.44%m	545 77.32%m	411 79.14%m	462 83.02%Tef gm	384 83.90%Tef gm	274 90.71%Tef ghijlmno	499 83.26%Tef gm	514 61.22%	719 82.48%Tef gm	457 84.01%Tef gm	178 93.05%Tef ghijlmno	4404 80.62%Tr	592 69.73%
1	2584 40.57%i mr	2151 40.24%	238 44.75%d	133 43.86%d	63 32.78%	238 44.75%imp	114 44.77%imp	276 39.19%	238 45.84%Tgi mp	197 35.34%	203 44.42%imp	133 43.86%imp	267 44.48%imp	292 34.78%	346 39.67%	219 40.31%	63 32.78%	2292 41.96%Tr	277 32.60%
2	1864 29.26%b efm	1553 29.04%b	128 24.17%	113 37.34%Tab	70 36.76%Tab	128 24.17%m	52 20.52%	218 30.93%efm	142 27.37%m	198 35.53%Tef hlm	151 33.10%efm	113 37.34%Tef hlm	170 28.36%fm	157 18.69%	282 32.33%efm	183 33.60%Tef m	70 36.76%Tef hm	1632 29.87%T	221 26.05%
3+	585 9.18%hq	475 8.89%	36 6.80%	29 9.51%	45 23.51%Tabc	36 6.80%	23 9.15%	51 7.19%	31 5.92%	68 12.16%Tegh jm	29 6.37%	29 9.51%	62 10.42%hj	65 7.75%	91 10.48%hj	55 10.10%h	45 23.51%Tefg hijklmno	480 8.79%	94 11.08%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 246
How many cars are there in your household?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
No cars in the household	1337 20.99%abf	985 18.66%bf	192 14.87%	65 26.28%abfi	74 20.00%b	20 49.02%	170 15.21%	142 25.84%Tabfhi	204 19.85%bf	58 17.45%	2 7.66%	22 22.10%	10 19.40%	1 4.79%
NET: Any	5034 79.01%g	4293 81.34%Tcg	1097 85.13%Tacdgh	181 73.72%	295 80.00%	21 50.98%	946 84.79%Tacgh	407 74.16%	825 80.15%g	273 82.55%cg	24 92.34%	78 77.90%	41 80.60%	25 95.21%
1	2584 40.57%	2186 41.43%Th	534 41.39%	98 39.79%	152 41.20%	8 19.50%	486 43.61%h	235 42.86%	391 38.04%	146 44.07%	9 36.14%	39 39.47%	28 53.97%h	13 49.46%
2	1864 29.26%	1623 30.76%Tgi	439 34.04%Tacgi	64 26.04%	120 32.41%	9 21.31%	359 32.21%Tgi	144 26.31%	307 29.80%	82 24.75%	15 56.20%	37 36.69%i	14 26.63%	11 40.27%
3+	585 9.18%gkl	483 9.15%gkl	125 9.70%gkl	19 7.89%	24 6.39%	4 10.17%	100 8.96%gkl	27 4.99%	127 12.31%Tadfgkl	45 13.73%Tadfgkl	- -	2 1.74%	- -	1 5.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 247
How many cars are there in your household?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
No cars in the household	1337 20.99%noz	1313 20.83%oz	32 13.69%	231 20.72%o	156 36.58%Tnopstuvwxyz A	21 43.11%Tnopstuvwxyz A	192 18.57%	104 18.90%	133 22.24%oz	93 21.45%o	144 18.88%	24 18.52%	16 13.43%	67 16.01%	18 17.51%
NET: Any	5034 79.01%qr	4990 79.17%Tqr	201 86.31%Tnpqruv	885 79.28%qr	270 63.42%	28 56.89%	841 81.43%qr	446 81.10%qr	466 77.76%qr	342 78.55%qr	618 81.12%qr	104 81.48%qr	102 86.57%qr	351 83.99%Tnqru	85 82.49%qr
1	2584 40.57%q	2549 40.44%q	102 43.83%q	459 41.13%q	140 32.84%	17 34.23%	429 41.56%q	213 38.68%	254 42.45%q	166 38.06%	317 41.63%q	42 32.71%	50 42.04%	172 41.08%q	43 42.36%
2	1864 29.26%q	1860 29.50%Tq	82 35.32%qruv	338 30.30%q	103 24.19%	8 15.68%	328 31.74%qv	161 29.29%	161 26.95%	107 24.57%	241 31.65%qv	47 37.08%qrv	31 26.18%	139 33.33%qrv	35 34.53%
3+	585 9.18%	582 9.23%	17 7.17%	88 7.85%	27 6.38%	3 6.99%	84 8.13%	72 13.13%Tnopqsuw	50 8.37%	69 15.92%Tnopqsuwz A	60 7.84%	15 11.69%	22 18.35%Tnopqsuwz A	40 9.58%	6 5.61%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 248
How many cars are there in your household?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
No cars in the household	1337 20.99%a bfopquv x	1211 19.91%b f	191 14.74%	86 30.28%T abdfhi	80 19.46%b	13 39.72%	193 15.41%	165 27.33%T abdfhi	299 21.89%b f	65 17.62%	4 12.53%	29 25.73%b f	13 21.86%	- -	577 16.81%q	58 13.37%	270 14.36%	47 27.74%o pq	192 21.19%o pq	368 33.48%T uv	650 19.16%v	193 14.80%	523 25.96%T x	736 17.92%
NET: Any	5034 79.01%c gtw	4869 80.09%T cg	1107 85.26%T acdghk	198 69.72%	333 80.54%c g	19 60.28%	1057 84.59%T acghk	440 72.67%	1068 78.11%c g	306 82.38%c g	30 87.47%	84 74.27%	46 78.14%	28 100.00%	2858 83.19%T rs	378 86.63%T rs	1612 85.64%T ors	123 72.26%	715 78.81%	731 66.52%	2743 80.84%T t	1110 85.20%T tu	1491 74.04%	3370 82.08%Tw
1	2584 40.57%h stv	2502 41.15%T h	536 41.33%	114 40.12%	176 42.68%	6 19.94%	530 42.40%h	266 43.95%h	513 37.57%	161 43.42%	12 34.44%	42 36.87%	32 54.74%T ahk	14 49.47%	1366 39.76%	183 41.96%	760 40.39%	71 41.82%	335 36.87%	366 33.34%	1583 46.66%T tv	448 34.37%	819 40.66%	1695 41.29%
2	1864 29.26%g tuw	1819 29.91%T g	448 34.49%T acghil	75 26.46%	121 29.39%	13 40.34%	407 32.56%T g	141 23.29%	394 28.82%g	97 26.27%	18 53.04%	40 34.99%g	12 20.45%	10 36.87%	1108 32.26%T s	157 36.06%T s	633 33.63%T s	46 26.71%	261 28.77%	249 22.69%	931 27.44%t	498 38.19%T tu	514 25.52%	1277 31.11%Tw
3+	585 9.18%cg kruw	549 9.03%cg k	123 9.44%cg k	9 3.14%	35 8.47%c	- -	120 9.63%cg k	33 5.43%	160 11.73%T acgkl	47 12.69%Tacgk l	- -	3 2.41%	2 2.96%	4 13.66%	384 11.18%Tr	38 8.60%	219 11.62%Tr	6 3.73%	120 13.17%T pr	115 10.49%u	229 6.74%	165 12.64%Tu	158 7.87%	398 9.68%w

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 249
To which of the following ethnic groups do you consider you belong?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
White	5462 85.74%cdej knp	2681 86.27%	2767 85.36%	552 62.82%	849 79.78%c	815 82.56%c	976 89.05%Tcde	869 94.75%Tcde f	983 97.71%Tcde fg	419 99.26%Tcde fg	1430 82.51%	1508 83.95%	1160 89.67%Tjk	1365 88.16%Tjk	2938 83.24%	2525 88.85%Tn	4294 83.50%	1168 95.10%Tp
NET: BAME	849 13.33%fghi lmoq	402 12.94%	443 13.66%	315 35.77%Tdef ghi	198 18.62%Tfgh i	163 16.54%Tfghi	109 9.95%ghi	43 4.69%hi	18 1.79%	3 0.74%	295 17.05%Tlm	269 14.96%Tlm	120 9.26%	165 10.67%	564 15.98%To	285 10.03%	795 15.46%Tq	54 4.39%
Mixed	148 2.33%ghio	75 2.41%	70 2.16%	47 5.35%Tdfgh i	34 3.17%fghi	37 3.75%Tfghi	18 1.60%hi	7 0.75%	5 0.51%	1 0.14%	45 2.60%	51 2.84%l	20 1.51%	32 2.10%	96 2.72%To	52 1.83%	129 2.51%	19 1.57%
Asian	391 6.13%ghimo q	193 6.22%	197 6.07%	135 15.38%Tdefg hi	97 9.08%Tfghi	77 7.80%Tfghi	54 4.97%ghi	18 2.00%hi	8 0.80%	1 0.24%	144 8.29%Tklm	108 5.99%	66 5.13%	73 4.72%	251 7.12%To	139 4.91%	373 7.26%Tq	18 1.44%
Black	142 2.22%hiq	72 2.30%	70 2.16%	35 3.95%Tghi	32 2.98%ghi	30 3.02%ghi	27 2.43%hi	13 1.37%	5 0.48%	2 0.36%	51 2.92%T	35 1.93%	24 1.83%	33 2.11%	85 2.42%	56 1.98%	141 2.73%Tq	1 0.09%
Chinese	135 2.12%aefgh ilmoq	38 1.22%	97 3.00%Ta	92 10.49%Tdefg hi	29 2.75%efghi	6 0.62%h	6 0.50%	2 0.23%	- -	- -	52 2.99%Tlm	68 3.81%Tlm	8 0.64%	7 0.43%	120 3.41%To	15 0.52%	124 2.41%Tq	11 0.89%
Other ethnic group	33 0.52%bhn	25 0.79%Tb	9 0.27%	5 0.60%h	7 0.63%h	13 1.35%Tghi	5 0.44%	3 0.34%	- -	- -	4 0.24%	7 0.38%	2 0.15%	20 1.31%Tjkl	11 0.31%	22 0.78%Tn	28 0.55%	5 0.39%
Prefer not to answer	59 0.93%j	25 0.80%	32 0.97%	12 1.41%i	17 1.60%Thi	9 0.90%	11 1.00%	5 0.56%	5 0.50%	- -	8 0.45%	20 1.10%	14 1.07%	18 1.18%j	27 0.78%	32 1.13%	53 1.03%	6 0.52%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 250
To which of the following ethnic groups do you consider you belong?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
White	5462 85.74%aimr	4506 84.28%	488 91.91%Ta	282 93.03%Ta	187 97.88%Tabc	488 91.91%Tgim	235 92.84%Tgim	596 84.52%im	456 87.76%im	434 77.99%m	410 89.56%Tgim	282 93.03%Tghim	556 92.78%Tghim	528 62.83%	794 91.15%Tgim	497 91.40%Tgim	187 97.88%Tefghijklmno	5462 100.00%Tr	- -
NET: BAME	849 13.33%bcdefklnopq	791 14.80%Tbcd	38 7.08%d	19 6.16%d	2 0.86%	38 7.08%p	17 6.85%p	100 14.25%efklnop	62 12.01%eklnp	117 21.10%Tefghjklnop	47 10.26%lp	19 6.16%p	38 6.30%p	296 35.24%Tefghijklnop	67 7.70%p	46 8.43%p	2 0.86%	- -	849 100.00%Tq
Mixed	148 2.33%q	135 2.52%	8 1.50%	5 1.72%	* 0.16%	8 1.50%	4 1.42%	16 2.32%	11 2.11%	13 2.29%	7 1.60%	5 1.72%	12 2.00%	47 5.62%Tefghijklnop	14 1.58%	11 1.97%	* 0.16%	- -	148 17.45%Tq
Asian	391 6.13%bcdefjklnopq	369 6.90%Tbcd	13 2.40%	8 2.52%	1 0.69%	13 2.40%	4 1.50%	47 6.72%efklnop	28 5.44%eflop	86 15.47%Tefghjklnop	17 3.61%l	8 2.52%	7 1.20%	131 15.62%Tefghjklnop	35 3.98%l	14 2.56%	1 0.69%	- -	391 46.02%Tq
Black	142 2.22%bcekq	138 2.58%Tbcd	3 0.59%	* 0.16%	- -	3 0.59%	1 0.47%	15 2.07%k	5 1.03%	8 1.48%	9 2.03%	* 0.16%	13 2.13%k	71 8.49%Tefghijklnop	8 0.88%	8 1.39%	- -	- -	142 16.69%Tq
Chinese	135 2.12%lq	118 2.20%	14 2.58%	4 1.28%	- -	14 2.58%l	9 3.46%lnp	13 1.87%	13 2.48%l	10 1.86%	8 1.78%	4 1.28%	3 0.50%	40 4.76%Tgijklnop	10 1.10%	12 2.14%l	- -	- -	135 15.92%Tq
Other ethnic group	33 0.52%q	32 0.60%	- -	1 0.48%	- -	- -	- -	9 1.27%Tein	5 0.95%i	- -	6 1.23%ein	1 0.48%	3 0.46%	6 0.75%	1 0.14%	2 0.36%	- -	- -	33 3.92%Tq
Prefer not to answer	59 0.93%qr	49 0.92%	5 1.01%	2 0.80%	2 1.27%	5 1.01%	1 0.31%	9 1.23%	1 0.23%	5 0.92%	1 0.18%	2 0.80%	6 0.92%	16 1.93%Thjo	10 1.15%	1 0.18%	2 1.27%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 251
To which of the following ethnic groups do you consider you belong?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
White	5462 85.74%ci	4558 86.37%Tci	1192 92.46%Tacfghi	188 76.17%	337 91.19%Tacghi	22 52.19%	968 86.79%ci	460 83.84%ci	872 84.69%ci	249 75.21%	26 98.48%	86 86.52%i	47 92.89%ci	25 95.70%
NET: BAME	849 13.33%abd	672 12.73%bd	91 7.09%	57 23.28%Tabdfghl	31 8.46%	17 41.56%	131 11.72%b	87 15.76%abdf	145 14.07%bd	79 24.04%Tabdfghl	- -	13 13.48%b	4 7.11%	1 4.30%
Mixed	148 2.33%ab	110 2.08%b	13 1.00%	4 1.71%	3 0.80%	2 4.42%	25 2.25%b	22 4.05%Tabd	23 2.19%	12 3.73%bd	- -	3 3.24%	- -	1 4.30%
Asian	391 6.13%b	319 6.05%b	44 3.42%	14 5.83%	15 4.05%	11 26.75%	69 6.22%b	42 7.65%b	87 8.45%Tabd	23 6.82%b	- -	5 5.21%	* 0.70%	- -
Black	142 2.22%	117 2.21%	22 1.69%	13 5.19%Tabdf	5 1.43%	- -	24 2.12%	13 2.39%	28 2.71%	7 2.11%	- -	4 3.88%	1 2.90%	- -
Chinese	135 2.12%abfh	101 1.91%bfh	9 0.70%	25 10.11%Tabdfghk	4 1.17%	4 10.39%	8 0.69%	9 1.67%	7 0.65%	30 8.96%Tabdfghk	- -	1 0.61%	1 2.44%	- -
Other ethnic group	33 0.52%	25 0.48%	3 0.27%	1 0.44%	4 1.02%gh	- -	5 0.44%	- -	1 0.07%	8 2.41%Tabfgh	- -	1 0.53%	1 1.07%g	- -
Prefer not to answer	59 0.93%	48 0.90%	6 0.46%	1 0.56%	1 0.35%	3 6.25%	17 1.49%b	2 0.40%	13 1.24%	2 0.75%	* 1.52%	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 252
To which of the following ethnic groups do you consider you belong?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
White	5462 85.74%qru	5402 85.70%qru	206 88.66%qru	964 86.35%qru	328 76.92%r	25 51.06%	911 88.31%Tnqru	514 93.62%Tnopqr suvwxyz	482 80.50%r	371 85.12%qr	647 84.95%qr	111 87.28%qr	102 86.50%qr	371 88.64%qru	91 88.64%qr
NET: BAME	849 13.33%st	843 13.37%st	26 11.34%t	140 12.55%t	94 22.04%Tnopst vwxyzA	24 48.94%Tnopqs tuvwxyzA	110 10.66%t	30 5.38%	111 18.46%Tnopst z	63 14.52%t	110 14.50%st	16 12.37%t	12 10.25%	46 10.95%t	11 10.56%
Mixed	148 2.33%p	147 2.32%p	6 2.71%	15 1.34%	24 5.52%Tnpsvwz	2 3.44%	23 2.22%	18 3.29%p	16 2.73%	8 1.86%	19 2.56%	4 2.83%	1 1.09%	4 1.04%	1 0.75%
Asian	391 6.13%pt	389 6.18%pt	11 4.71%t	51 4.60%t	38 8.96%Tnpst	7 14.08%pst	53 5.16%t	8 1.45%	49 8.14%pst	38 8.68%pst	56 7.30%pt	12 9.53%pt	9 7.39%t	27 6.44%t	6 6.12%t
Black	142 2.22%tw	141 2.24%tw	6 2.63%t	31 2.82%tw	6 1.31%	7 14.52%Tnopqst uvwxyzA	19 1.85%	2 0.44%	32 5.38%Tnpqstv wxy	9 1.96%	6 0.80%	- -	* 0.25%	11 2.65%tw	2 1.61%
Chinese	135 2.12%stv	133 2.10%stv	2 0.67%	38 3.37%Tnstuvz	24 5.63%Tnostuv xz	3 6.83%ostuvxz	12 1.13%	1 0.21%	7 1.23%	2 0.42%	27 3.55%Tnostuvz	- -	2 1.53%	3 0.72%	2 2.08%t
Other ethnic group	33 0.52%	33 0.53%	1 0.61%	5 0.42%	3 0.63%	5 10.08%Tnopqst uvwxyzA	3 0.30%	- -	6 0.98%	7 1.60%Tnpstwz	2 0.29%	- -	- -	* 0.09%	- -
Prefer not to answer	59 0.93%	59 0.93%	- -	12 1.10%	4 1.03%	- -	11 1.04%	5 1.00%	6 1.04%	2 0.36%	4 0.55%	* 0.35%	4 3.25%Tnovwz	2 0.41%	1 0.80%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 253
To which of the following ethnic groups do you consider you belong?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
White	5462 85.74%c irtx	5263 86.58%T chi	1196 92.14%T acfghik	223 78.46%	384 93.05%T actghik	20 63.11%	1089 87.14%c i	512 84.54%	1151 84.22%c	295 79.41%	33 97.25%	97 85.62%	52 88.41%	27 95.90%	2912 84.78%r	367 84.08%r	1627 86.43%o r	129 75.39%	757 83.43%r	833 75.80%	3034 89.39%T t	1150 88.29%T t	1839 91.36%T x	3474 84.62%
NET: BAME	849 13.33%a bduvw	763 12.55%bd	95 7.35%	57 19.95%Ta bdf	27 6.64%	12 36.89%	146 11.66%b d	88 14.59%b d	204 14.89%a bdf	75 20.17%Ta bdfh	1 1.59%	16 14.38%b d	7 11.59%	1 4.10%	490 14.26%q	69 15.70%	233 12.40%	39 22.63%T oq	144 15.83%q	254 23.10%T uv	341 10.05%	145 11.12%	169 8.39%	622 15.15%Tw
Mixed	148 2.33%au	132 2.18%	22 1.68%	7 2.61%	4 0.90%	1 4.49%	26 2.11%	18 3.02%d	36 2.61%	9 2.34%	- -	3 2.86%	1 0.89%	1 4.10%	71 2.08%	14 3.15%	34 1.79%	7 3.84%	17 1.91%	47 4.31%Tu v	63 1.85%	23 1.74%	36 1.81%	107 2.62%
Asian	391 6.13%ab duw	358 5.88%bd	34 2.59%	17 6.04%b	13 3.20%	5 16.23%	77 6.18%bd	37 6.15%b	120 8.78%Ta bdf	26 7.12%bd	- -	8 7.09%b	3 5.09%	- -	251 7.30%Tp q	20 4.48%	114 6.06%	20 11.46%T pq	96 10.55%T opq	119 10.81%Tu v	144 4.24%	68 5.23%	78 3.87%	273 6.65%w
Black	142 2.22%w	131 2.16%	23 1.79%	12 4.08%bd	4 0.94%	1 2.48%	25 2.01%	18 3.03%	34 2.46%	8 2.24%	1 1.59%	4 3.42%	1 2.54%	- -	88 2.55%	15 3.44%	46 2.46%	9 5.10%Ts	16 1.80%	33 2.97%	67 1.97%	27 2.07%	21 1.02%	116 2.82%Tw
Chinese	135 2.12%ab fghquw	109 1.79%bf h	12 0.90%	19 6.58%Ta bdfghk	4 1.04%	4 13.69%	12 0.99%	5 0.79%	11 0.82%	30 7.96%Tabdf ghk	- -	1 0.54%	1 2.14%	- -	60 1.75%	16 3.67%oq s	27 1.44%	4 2.23%	13 1.41%	45 4.06%Tu v	51 1.51%	23 1.77%	27 1.32%	104 2.52%Tw
Other ethnic group	33 0.52%	33 0.54%	5 0.38%	2 0.63%	2 0.56%	- -	4 0.36%	10 1.60%Ta bfh	3 0.23%	2 0.50%	- -	1 0.47%	1 0.93%	- -	20 0.58%	4 0.96%	12 0.64%	- -	1 0.16%	10 0.95%	17 0.49%	4 0.30%	7 0.37%	23 0.55%
Prefer not to answer	59 0.93%uw x	53 0.88%	7 0.51%	5 1.60%	1 0.31%	- -	15 1.20%	5 0.87%	12 0.89%	2 0.42%	* 1.17%	- -	- -	- -	33 0.96%	1 0.22%	22 1.17%	3 1.98%p	7 0.74%	12 1.10%	19 0.56%	8 0.59%	5 0.25%	10 0.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 254

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Christian	2812 44.14%cdep	1357 43.66%	1450 44.73%	211 24.03%	316 29.68%c	381 38.63%cd	480 43.85%cde	488 53.16%Tcde f	643 63.91%Tcde fg	293 69.47%Tcde fg	758 43.76%	760 42.31%	606 46.88%k	688 44.42%	1518 43.02%	1294 45.54%	2229 43.35%	583 47.46%Tp
NET: Other	531 8.34%ghiq	271 8.71%	258 7.97%	149 16.94%Tdef ghi	132 12.43%Tefgh i	91 9.24%ghi	77 6.98%ghi	35 3.82%	32 3.15%	16 3.70%	166 9.60%	141 7.86%	108 8.32%	116 7.50%	308 8.72%	224 7.87%	492 9.56%Tq	40 3.24%
Muslim	238 3.74%bghiq	139 4.47%Tb	99 3.06%	79 8.98%Tefgh i	76 7.16%Tfghi	49 4.98%fghi	27 2.50%ghi	4 0.45%	2 0.15%	1 0.13%	78 4.49%	57 3.15%	56 4.30%	48 3.11%	134 3.80%	104 3.65%	233 4.53%Tq	5 0.42%
Hindu	74 1.16%i	36 1.17%	37 1.13%	24 2.72%Tfghi	14 1.32%	15 1.48%i	10 0.90%	5 0.56%	6 0.61%	* 0.12%	30 1.74%Tl	19 1.06%	10 0.77%	15 0.97%	49 1.39%	25 0.88%	66 1.29%	8 0.62%
Jewish	47 0.74%q	24 0.78%	23 0.70%	10 1.11%	10 0.95%	4 0.37%	4 0.33%	8 0.86%	8 0.80%	4 0.97%	12 0.68%	13 0.75%	12 0.93%	10 0.64%	25 0.71%	22 0.77%	45 0.87%Tq	2 0.19%
Sikh	34 0.53%h	13 0.42%	21 0.64%	5 0.55%h	5 0.51%	7 0.71%h	12 1.12%Th	4 0.47%	- -	- -	10 0.59%	8 0.44%	5 0.39%	11 0.69%	18 0.51%	16 0.56%	29 0.57%	5 0.37%
Buddhist	40 0.63%	22 0.71%	18 0.56%	10 1.12%	7 0.65%	4 0.37%	6 0.52%	5 0.53%	5 0.50%	4 0.98%	12 0.69%	14 0.80%	7 0.57%	7 0.43%	26 0.74%	14 0.49%	36 0.70%	4 0.33%
Other	98 1.54%a	36 1.16%	61 1.87%	22 2.46%g	20 1.84%	13 1.33%	18 1.62%	9 0.95%	11 1.10%	6 1.50%	25 1.42%	30 1.68%	18 1.37%	26 1.66%	55 1.55%	43 1.53%	82 1.60%	16 1.30%
None	2915 45.75%ghi	1425 45.85%	1479 45.64%	489 55.65%Tfgh i	578 54.30%Tfgh i	497 50.36%Tghi	525 47.95%ghi	387 42.22%hi	326 32.39%i	112 26.57%	780 45.01%	859 47.79%l	557 43.07%	719 46.44%	1639 46.42%	1276 44.91%	2323 45.17%	592 48.17%
Prefer not to say	113 1.77%ghi	55 1.78%	54 1.66%	30 3.38%Tfghi	38 3.59%Tefgh i	17 1.77%hi	13 1.22%	7 0.80%	5 0.54%	1 0.27%	28 1.63%	37 2.04%	22 1.73%	25 1.64%	65 1.84%	48 1.68%	99 1.92%	14 1.13%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 255

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Christian	2812 44.14%i r	2327 43.53%	230 43.20%	126 41.49%	130 68.06%Tab c	230 43.20%i	114 45.09%i	332 47.08%i	223 42.99%i	199 35.86%	207 45.23%i	126 41.49%	247 41.19%	359 42.72%i	401 46.03%i	245 45.00%i	130 68.06%Tef ghijklmno	2596 47.52%Tr	214 25.16%
NET: Other	531 8.34%bd eflnpq	499 9.33%Tbcd	15 2.85%	15 4.91%	3 1.39%	15 2.85%	11 4.32%	66 9.33%efkl np	37 7.08%ep	100 17.93%Tefg hjklnop	26 5.61%p	15 4.91%	25 4.14%	148 17.56%Tefg hjklnop	53 6.07%ep	35 6.35%ep	3 1.39%	166 3.04%	362 42.59%Tq
Muslim	238 3.74%bc dejklno pq	230 4.30%Tbcd	6 1.13%	2 0.65%	- -	6 1.13%	3 1.22%	42 6.03%Tefj klnop	19 3.69%ekl nop	72 13.01%Tefg hjklmnop	7 1.60%	2 0.65%	6 1.05%	62 7.40%Tefh jklnop	13 1.50%	4 0.75%	- -	27 0.50%	211 24.82%Tq
Hindu	74 1.16%be gq	69 1.28%b	- -	4 1.40%b	1 0.69%	- -	1 0.41%	2 0.27%	1 0.24%	5 0.92%	4 0.88%	4 1.40%e	2 0.28%	36 4.27%Tefg hijklnop	15 1.70%eghl	3 0.53%	1 0.69%	2 0.05%	72 8.44%Tq
Jewish	47 0.74%	44 0.82%	- -	3 1.03%b	- -	- -	1 0.44%	6 0.87%	1 0.27%	- -	2 0.35%	3 1.03%ei	6 0.95%i	20 2.33%Tehi jn	2 0.21%	7 1.22%ein	- -	37 0.68%	8 0.89%
Sikh	34 0.53%q	34 0.63%T	- -	- -	- -	- -	2 0.85%	1 0.21%	4 0.85%	9 1.58%Tegl o	4 0.84%	- -	- -	9 1.09%elo	4 0.45%	- -	- -	1 0.02%	33 3.84%Tq
Buddhist	40 0.63%q	38 0.71%	1 0.10%	2 0.52%	- -	1 0.10%	2 0.89%	4 0.53%	3 0.48%	2 0.33%	3 0.69%	2 0.52%	3 0.43%	13 1.57%Te	4 0.50%	5 0.83%	- -	23 0.42%	17 2.05%Tq
Other	98 1.54%q	84 1.57%	9 1.62%	4 1.31%	1 0.69%	9 1.62%	1 0.50%	10 1.42%	8 1.55%	12 2.09%	6 1.26%	4 1.31%	9 1.43%	7 0.89%	15 1.71%	16 3.03%Tm	1 0.69%	76 1.38%	22 2.54%Tq
None	2915 45.75%d mpr	2419 45.26%d	279 52.48%Tad	159 52.67%Tad	57 29.78%	279 52.48%Tgi mp	126 49.87%mp	294 41.75%mp	252 48.59%gmp	247 44.33%mp	222 48.62%mp	159 52.67%Tgi mp	316 52.76%Tgi mnp	299 35.62%	404 46.35%mp	258 47.46%mp	57 29.78%	2661 48.71%Tr	250 29.39%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r

Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 255

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Prefer not to say	113 1.77%q	101 1.88%	8 1.46%	3 0.92%	1 0.78%	8 1.46%	2 0.73%	13 1.84%	7 1.34%	10 1.88%	2 0.53%	3 0.92%	12 1.92%	34 4.10%Tefg hijklno	14 1.56%	6 1.19%	1 0.78%	40 0.73%	24 2.86%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 256
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Christian	2812 44.14%i	2432 46.08%Tdi	648 50.29%Tacdi	98 39.71%	149 40.24%	12 28.82%	525 47.05%i	253 46.07%i	486 47.25%di	118 35.59%	14 53.81%	39 39.53%	31 60.11%Tcdik	15 58.56%
NET: Other	531 8.34%bd	446 8.45%bd	76 5.91%	22 8.89%	18 4.97%	9 22.26%	91 8.14%	61 11.11%Tabdl	103 10.00%bdl	45 13.72%Tabdfl	* 1.38%	6 6.07%	* 0.70%	2 9.11%
Muslim	238 3.74%b	205 3.89%b	32 2.48%	10 4.25%	7 1.93%	4 10.05%	41 3.71%	26 4.79%bd	51 4.93%bd	22 6.79%Tabdf	- -	3 3.06%	- -	- -
Hindu	74 1.16%	61 1.15%	12 0.96%	3 1.31%	1 0.37%	1 2.97%	10 0.92%	13 2.30%Tabdf	15 1.46%	3 0.91%	- -	2 1.60%	- -	- -
Jewish	47 0.74%	43 0.82%	7 0.53%	2 0.63%	4 1.03%	2 4.42%	11 1.01%	9 1.71%Tabh	4 0.44%	2 0.63%	- -	1 1.05%	- -	- -
Sikh	34 0.53%b	28 0.53%b	1 0.07%	- -	- -	1 2.13%	11 0.97%b	3 0.50%	7 0.72%b	3 1.01%b	- -	- -	- -	- -
Buddhist	40 0.63%a	28 0.52%	4 0.33%	3 1.20%	1 0.32%	- -	4 0.39%	6 1.09%	5 0.44%	3 1.06%	- -	- -	* 0.70%	- -
Other	98 1.54%	82 1.54%	20 1.54%	4 1.50%	5 1.33%	1 2.69%	13 1.14%	4 0.72%	21 2.01%	11 3.31%Tafg	* 1.38%	* 0.37%	- -	2 9.11%
None	2915 45.75%abh	2313 43.82%	550 42.65%	125 50.75%bgh	201 54.41%Tabfgh	20 47.81%	475 42.62%	228 41.52%	418 40.61%	159 48.09%h	11 43.30%	52 52.09%	20 39.19%	9 32.33%
Prefer not to say	113 1.77%	87 1.65%	15 1.15%	2 0.66%	1 0.39%	* 1.11%	25 2.20%d	7 1.30%	22 2.14%	9 2.60%d	* 1.52%	2 2.32%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 257
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Christian	2812 44.14%qA	2780 44.10%qA	128 55.16%Tnpqsu vwxyA	491 43.96%qA	144 33.74%	18 36.67%	478 46.32%qA	300 54.52%Tnpqsu vwxyA	243 40.60%A	196 45.04%qA	328 43.13%qA	52 40.89%	45 38.32%	203 48.61%quA	28 27.74%
NET: Other	531 8.34%pst	528 8.38%pst	19 8.36%	66 5.88%	47 11.14%pst	14 28.21%Tnopqst uvwxyzA	66 6.38%	24 4.41%	68 11.43%Tnpst	49 11.17%pst	73 9.64%pst	12 9.20%	15 12.40%pst	44 10.41%pst	8 7.59%
Muslim	238 3.74%t	237 3.76%t	8 3.38%t	32 2.89%t	20 4.72%t	7 13.72%Tnopqst wzA	27 2.65%	6 1.01%	39 6.58%Tnpstz	28 6.52%Tnpst	36 4.75%st	6 4.45%t	6 5.49%t	13 3.22%t	2 2.27%
Hindu	74 1.16%u	74 1.18%u	2 0.79%	7 0.63%	3 0.61%	3 6.20%Tnopqst uA	8 0.74%	2 0.35%	1 0.17%	9 2.04%ptu	14 1.78%ptu	6 4.39%Tnpqstu	3 2.46%tu	13 3.15%Tnpqstu	- -
Jewish	47 0.74%	46 0.73%	3 1.20%	3 0.28%	4 0.83%	1 2.86%ptv	11 1.02%	* 0.06%	7 1.19%t	- -	5 0.70%	- -	2 1.29%tv	8 1.80%Tnptv	- -
Sikh	34 0.53%	34 0.54%	- -	1 0.11%	2 0.41%	- -	8 0.82%p	1 0.10%	9 1.47%Tnpt	1 0.27%	5 0.61%	- -	- -	* 0.12%	4 3.84%Tnopqstvwz
Buddhist	40 0.63%	40 0.63%	1 0.49%	7 0.62%	5 1.17%	- -	4 0.34%	5 0.98%	3 0.46%	3 0.66%	4 0.52%	- -	- -	3 0.76%	1 1.04%
Other	98 1.54%	97 1.54%	6 2.50%	15 1.35%	15 3.41%Tnpsw	3 5.42%s	8 0.80%	11 1.91%	9 1.56%	7 1.68%	10 1.27%	* 0.37%	4 3.16%s	6 1.36%	* 0.44%
None	2915 45.75%otz	2884 45.75%otz	84 36.25%	541 48.44%otz	225 52.65%Tnostu vz	17 35.12%	468 45.34%o	220 40.07%	269 44.88%	187 42.93%	350 45.97%o	63 49.55%o	55 46.84%	168 40.08%	64 62.05%Tnoprstuvwz
Prefer not to say	113 1.77%	111 1.77%	1 0.23%	19 1.73%	11 2.47%	- -	20 1.96%	5 1.00%	19 3.09%Tnotvwz	4 0.86%	10 1.26%	* 0.35%	3 2.44%	4 0.91%	3 2.62%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 258

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Christian	2812 44.14%it	2706 44.51%Ti	634 48.83%Tacdhik	117 41.22%	171 41.37%	14 45.26%	589 47.13%Tik	289 47.77%ik	582 42.60%i	131 35.28%	17 49.46%	39 34.68%	30 50.74%i	16 56.29%	1631 47.47%Tr	209 47.80%	922 48.98%Tr	65 38.29%	421 46.38%	407 37.03%	1640 48.32%Ttv	546 41.93%t	887 44.06%	1854 45.15%
NET: Other	531 8.34%bduvw	498 8.19%bd	63 4.87%	26 9.04%bd	19 4.57%	8 26.60%	97 7.79%b	57 9.44%bd	143 10.49%Tabdf	48 13.05%Tabdfl	* 1.06%	8 6.72%	2 3.57%	2 8.69%	325 9.47%Tq	45 10.21%	147 7.82%	27 15.64%Toq	102 11.21%Tq	162 14.73%Tuv	233 6.85%	73 5.62%	145 7.21%	348 8.48%
Muslim	238 3.74%bduvw	229 3.76%bd	20 1.56%	13 4.46%bd	4 1.02%	4 12.92%	41 3.28%bd	24 3.96%bd	80 5.87%Tabdf	24 6.57%Tabdf	- -	4 3.11%	- -	- -	155 4.53%Tq	19 4.40%	68 3.63%	15 8.98%Toq	50 5.55%Tq	107 9.72%Tuv	73 2.14%	27 2.08%	44 2.18%	176 4.28%Tw
Hindu	74 1.16%ab	66 1.09%	7 0.57%	2 0.63%	1 0.33%	1 3.89%	15 1.20%	13 2.20%Tabd	18 1.35%	2 0.55%	- -	2 1.41%	2 2.96%bd	- -	46 1.33%	4 0.86%	24 1.29%	3 1.86%	15 1.60%	10 0.87%	39 1.14%	17 1.31%	16 0.79%	50 1.22%
Jewish	47 0.74%	45 0.74%	8 0.63%	1 0.24%	4 1.01%	2 6.27%	11 0.90%	6 0.93%	7 0.48%	3 0.86%	- -	1 0.92%	- -	- -	31 0.90%	4 1.00%	17 0.88%	4 2.40%Ts	5 0.51%	15 1.33%Tu	18 0.53%	6 0.46%	11 0.56%	32 0.78%
Sikh	34 0.53%	33 0.54%	3 0.19%	1 0.30%	1 0.29%	- -	12 1.00%Tb	3 0.46%	10 0.70%	4 0.96%	- -	- -	- -	- -	25 0.74%	- -	12 0.64%	3 1.55%p	9 1.00%	7 0.60%	18 0.52%	5 0.41%	10 0.50%	23 0.56%
Buddhist	40 0.63%aox	33 0.54%	4 0.27%	4 1.37%bf	3 0.76%	- -	3 0.26%	7 1.14%bf	8 0.58%	2 0.49%	- -	1 0.95%	* 0.61%	- -	14 0.41%	1 0.24%	7 0.38%	- -	6 0.65%	7 0.68%	23 0.67%	6 0.50%	16 0.79%	17 0.42%
Other	98 1.54%x	92 1.52%	21 1.65%	6 2.04%	5 1.16%	1 3.52%	14 1.15%	5 0.75%	21 1.52%	13 3.63%Tabfgh	* 1.06%	* 0.33%	- -	2 8.69%	54 1.56%q	16 3.70%Toq	19 1.00%	1 0.85%	17 1.89%	17 1.52%	63 1.86%v	11 0.86%	48 2.39%Tx	50 1.21%
None	2915 45.75%goqsu	2773 45.61%g	583 44.88%	140 49.22%g	222 53.71%Tabfgh	8 25.88%	540 43.21%	246 40.62%	618 45.19%	184 49.63%g	16 48.32%	64 56.55%Tabfgh	27 45.69%	10 35.03%	1423 41.43%	180 41.35%	775 41.14%	75 43.76%	374 41.23%	508 46.20%	1484 43.72%	671 51.49%Ttu	967 48.04%T	1869 45.53%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 258

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Prefer not to say	113 1.77%du vwx	103 1.69%	19 1.43%	1 0.52%	1 0.35%	1 2.26%	23 1.88%	13 2.17%d	23 1.71%	8 2.05%	* 1.17%	2 2.04%	- -	- -	56 1.63%	3 0.64%	39 2.06%	4 2.31%	11 1.18%	22 2.04%	38 1.11%	12 0.96%	14 0.70%	35 0.85%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 259
Which of the following best describes where you live?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Urban	5142 80.72%bghi loq	2555 82.22%Tb	2574 79.42%	759 86.34%Tfgh i	927 87.19%Tfgh i	846 85.72%Tfgh i	877 80.07%ghi	664 72.39%	754 74.94%	314 74.50%	1418 81.80%l	1475 82.08%l	1007 77.87%	1243 80.29%	2892 81.94%To	2250 79.19%	5142 100.00%Tq	- -
Urban - Population over 10,000	2842 44.61%bghi loq	1535 49.38%Tb	1299 40.08%	510 57.97%Tdef ghi	544 51.18%Tfgh i	476 48.23%Tghi	472 43.11%gi	326 35.48%	385 38.26%i	129 30.61%	848 48.96%Tlm	824 45.86%l	508 39.25%	662 42.77%	1672 47.38%To	1170 41.17%	2842 55.27%Tq	- -
Town and Fringe	2300 36.10%acjn q	1021 32.84%	1275 39.35%Ta	249 28.37%	383 36.01%c	370 37.49%c	405 36.96%c	339 36.91%c	369 36.68%c	185 43.89%Tcde fgh	569 32.84%	651 36.22%	499 38.62%j	581 37.52%j	1220 34.56%	1080 38.02%Tn	2300 44.73%Tq	- -
NET: Rural	1229 19.28%acde np	553 17.78%	667 20.58%Ta	120 13.66%	136 12.81%	141 14.28%	218 19.93%cde	253 27.61%Tcde f	252 25.06%Tcde f	108 25.50%Tcde f	315 18.20%	322 17.92%	286 22.13%Tjk	305 19.71%	637 18.06%	591 20.81%Tn	- -	1229 100.00%Tp
Village	1056 16.57%acde np	461 14.84%	585 18.06%Ta	108 12.26%	128 12.06%	122 12.33%	192 17.56%cde	210 22.86%Tcde f	208 20.72%Tcde	87 20.68%Tcde	272 15.67%	275 15.28%	247 19.10%Tjk	263 16.96%	546 15.47%	510 17.93%Tn	- -	1056 85.92%Tp
Hamlet & Isolated Dwelling	173 2.71%cdp	91 2.94%	82 2.52%	12 1.40%	8 0.75%	19 1.95%d	26 2.36%d	44 4.74%Tcdef	44 4.34%Tcdef	20 4.82%Tcdef	44 2.53%	47 2.63%	39 3.03%	43 2.75%	91 2.58%	82 2.88%	- -	173 14.08%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 260
Which of the following best describes where you live?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Urban	5142 80.72%c djklopq	4409 82.47%Tcd	419 78.80%cd	186 61.51%	128 67.23%	419 78.80%jkl p	207 81.66%jkl p	625 88.67%Tef hjklnop	412 79.44%jkl p	492 88.40%Tef hjklnop	326 71.18%k	186 61.51%	427 71.26%k	818 97.38%Tef ghijklnop	697 80.03%jkl op	405 74.42%k	128 67.23%	4294 78.61%	795 93.65%Tq
Urban - Population over 10,000	2842 44.61%c djklnop q	2442 45.68%Tcd	256 48.13%cd	77 25.38%	68 35.44%c	256 48.13%jkl nop	110 43.51%jkl no	302 42.89%jkl no	220 42.31%jkl no	284 51.08%Tgh jklnop	156 34.03%k	77 25.38%	186 30.98%	696 82.78%Tef ghijklnop	298 34.19%k	191 35.06%k	68 35.44%k	2221 40.66%	588 69.24%Tq
Town and Fringe	2300 36.10%b emr	1967 36.80%Tb	163 30.67%	109 36.13%	61 31.78%	163 30.67%m	97 38.15%m	323 45.78%Teh ijkmp	193 37.13%m	208 37.32%em	170 37.15%m	109 36.13%m	241 40.28%em	123 14.60%	399 45.84%Teh ijkmop	214 39.36%em	61 31.78%m	2073 37.95%Tr	207 24.42%
NET: Rural	1229 19.28%a gimr	937 17.53%	113 21.20%	116 38.49%Tab	63 32.77%Tab	113 21.20%gim	47 18.34%gim	80 11.33%m	107 20.56%gim	65 11.60%m	132 28.82%Tef ghimn	116 38.49%Tef ghijlmno	172 28.74%Tefg himn	22 2.62%	174 19.97%gim	139 25.58%Tgi mn	63 32.77%Tef ghimn	1168 21.39%Tr	54 6.35%
Village	1056 16.57%a gimr	843 15.78%	76 14.29%	98 32.52%Tab d	38 19.86%	76 14.29%im	38 15.03%m	76 10.78%m	100 19.22%gim	54 9.66%m	123 26.79%Tef ghimn	98 32.52%Tef ghimnop	153 25.56%Tefg himn	22 2.62%	161 18.52%gim	117 21.45%Teg im	38 19.86%gim	1000 18.32%Tr	49 5.80%
Hamlet & Isolated Dwelling	173 2.71%ag mnr	93 1.75%	37 6.91%Ta	18 5.98%Ta	25 12.91%Tabc	37 6.91%Tghi jlmn	8 3.32%gm	4 0.55%	7 1.33%m	11 1.95%m	9 2.02%m	18 5.98%Tghi jmn	19 3.18%gm	- -	13 1.45%m	22 4.12%ghm n	25 12.91%Tefg hijklmno	168 3.07%Tr	5 0.55%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 261
Which of the following best describes where you live?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Urban	5142 80.72%abd	4202 79.62%bd	889 68.99%	190 77.12%b	255 69.11%	37 89.84%	907 81.30%bd	441 80.25%bd	969 94.17%Tabcdfgil	272 82.17%bd	24 90.61%	89 88.91%abcd	42 81.95%	18 66.72%
Urban - Population over 10,000	2842 44.61%abdf	2279 43.18%bdf	496 38.47%	106 43.23%d	119 32.26%	24 57.87%	437 39.16%d	236 42.93%d	555 53.97%Tabcdfgk	175 52.85%Tabdfg	14 53.96%	40 39.98%	24 46.93%	7 27.34%
Town and Fringe	2300 36.10%bi	1923 36.44%bi	393 30.52%	83 33.88%	136 36.85%b	13 31.97%	470 42.15%Tabci	205 37.32%bi	414 40.21%Tabi	97 29.32%	10 36.65%	49 48.93%Tabci	18 35.02%	10 39.38%
NET: Rural	1229 19.28%h	1075 20.38%Thk	400 31.01%Tacfghik	56 22.88%hk	114 30.89%Tafghik	4 10.16%	209 18.70%h	108 19.75%h	60 5.83%	59 17.83%h	2 9.39%	11 11.09%	9 18.05%h	9 33.28%
Village	1056 16.57%h	931 17.65%Th	326 25.31%Tafghik	55 22.20%Thk	90 24.37%Tafhik	4 8.90%	190 17.05%h	105 19.14%h	60 5.80%	52 15.58%h	2 9.39%	10 10.39%	7 12.76%	9 33.28%
Hamlet & Isolated Dwelling	173 2.71%fgh	144 2.73%fgh	74 5.71%Tacfghi	2 0.68%	24 6.52%Tacfghik	1 1.26%	18 1.64%h	3 0.62%h	* 0.03%	7 2.25%h	- -	1 0.70%	3 5.28%cgh	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 262
Which of the following best describes where you live?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Urban	5142 80.72%wy	5090 80.75%wy	185 79.70%	881 78.90%y	347 81.41%y	49 98.78%Tnopqs tuwxyzA	827 80.15%y	424 77.17%	514 85.87%Tnpstw y	392 89.88%Tnopqs twyzA	584 76.71%	106 83.21%y	83 70.01%	344 82.19%y	83 80.59%
Urban - Population over 10,000	2842 44.61%ty	2818 44.70%tyz	118 50.59%ptyz	470 42.06%t	219 51.44%Tnpstw yz	37 74.71%Tnopqs tuvwxyzA	461 44.64%ty	188 34.18%	302 50.51%Tnptwy z	238 54.53%Tnpstw yzA	322 42.27%t	59 46.26%t	39 32.71%	164 39.25%	43 41.57%
Town and Fringe	2300 36.10%q	2272 36.05%q	68 29.11%	411 36.84%q	128 29.97%	12 24.07%	366 35.51%	236 42.99%Tnopqr suvw	212 35.36%	154 35.35%	262 34.43%	47 36.94%	44 37.30%	180 42.94%Tnoqrs uw	40 39.02%
NET: Rural	1229 19.28%ruv	1213 19.25%ruv	47 20.30%rv	236 21.10%ruv	79 18.59%rv	1 1.22%	205 19.85%ruv	125 22.83%ruv	85 14.13%r	44 10.12%	177 23.29%Tnruv	21 16.79%r	35 29.99%Tnpqrs uvxz	74 17.81%rv	20 19.41%rv
Village	1056 16.57%rv	1042 16.53%rv	37 15.80%rv	209 18.71%ruv	69 16.27%rv	1 1.22%	173 16.73%rv	107 19.41%ruv	81 13.50%rv	35 8.12%	147 19.26%ruv	16 12.51%	28 23.66%ruvx	69 16.51%rv	13 13.02%
Hamlet & Isolated Dwelling	173 2.71%u	171 2.72%u	10 4.50%uz	27 2.39%u	10 2.32%u	- -	32 3.12%u	19 3.42%u	4 0.63%	9 2.00%	31 4.03%Tnuz	5 4.28%u	7 6.33%Tnpuvz	5 1.30%	7 6.40%puvz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 263
Which of the following best describes where you live?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Urban	5142 80.72%bdqu	4913 80.82%bd	905 69.75%	228 80.21%bd	288 69.71%	31 97.78%	1019 81.51%bd	492 81.22%bd	1284 93.96%Tabcdfgil	301 81.07%bd	30 87.86%	100 88.54%bd	49 84.56%bd	19 68.28%	2839 82.66%Tpq	339 77.69%	1482 78.71%	143 83.87%	847 93.35%Topqr	929 84.52%Tu	2693 79.34%	1057 81.16%	1602 79.55%	3325 80.97%
Urban - Population over 10,000	2842 44.61%abdfquw	2691 44.26%bdf	484 37.27%	137 48.13%bdf	132 31.85%	25 79.93%	477 38.16%d	257 42.42%d	770 56.34%Tabcdfgik	180 48.44%bdf	19 56.27%	51 45.33%d	30 50.90%bd	8 29.92%	1558 45.37%q	203 46.57%q	752 39.94%	83 48.72%	505 55.60%Topq	538 49.00%Tu	1397 41.17%	652 50.06%Tu	828 41.15%	1880 45.78%Tw
Town and Fringe	2300 36.10%bv	2223 36.56%Tb	422 32.48%	91 32.09%	156 37.86%	6 17.86%	542 43.35%Tabchi	235 38.79%b	514 37.62%b	121 32.64%	11 31.59%	49 43.22%b	20 33.66%	11 38.36%	1281 37.29%p	136 31.12%	730 38.77%Tp	60 35.15%	343 37.75%p	390 35.52%	1296 38.17%Tv	405 31.10%	773 38.40%Tx	1445 35.19%
NET: Rural	1229 19.28%host	1166 19.18%h	393 30.25%Tacfghikl	56 19.79%h	125 30.29%Tacfghikl	1 2.22%	231 18.49%h	114 18.78%h	83 6.04%	70 18.93%h	4 12.14%	13 11.46%	9 15.44%h	9 31.72%	596 17.34%s	97 22.31%os	401 21.29%Tos	28 16.13%s	60 6.65%	170 15.48%	701 20.66%Tt	245 18.84%	412 20.45%	782 19.03%
Village	1056 16.57%host	1008 16.57%h	327 25.21%Tafghikl	53 18.74%h	98 23.69%Tafhik	1 2.22%	210 16.80%h	109 17.93%h	80 5.89%	59 15.88%h	4 12.14%	11 9.83%	7 11.80%	9 31.72%	532 15.50%s	89 20.31%os	348 18.48%Tos	28 16.13%s	60 6.62%	148 13.43%	606 17.85%Tt	206 15.81%	346 17.19%	679 16.53%
Hamlet & Isolated Dwelling	173 2.71%afghos	158 2.61%fgh	65 5.04%Tacfgh	3 1.04%h	27 6.60%Tacfgh	- -	21 1.69%h	5 0.85%h	2 0.15%	11 3.05%gh	- -	2 1.63%h	2 3.65%h	- -	63 1.84%s	9 2.01%s	53 2.81%os	- -	* 0.03%	23 2.05%	95 2.81%	39 3.03%	66 3.26%	103 2.51%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 264

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Working	3587 56.30%bchimoq	1897 61.04%Tb	1681 51.85%	412 46.82%hi	882 82.93%Tcfghi	835 84.61%Tcfghi	825 75.26%Tcghi	490 53.46%chi	125 12.47%i	17 4.10%	1012 58.39%m	1079 60.07%Tm	881 68.15%Tjkm	614 39.68%	2091 59.25%To	1496 52.64%	2963 57.62%Tq	624 50.75%
NET: Employed	3247 50.96%bcghimoq	1699 54.67%Tb	1540 47.50%	391 44.41%hi	818 76.88%Tcfghi	763 77.29%Tcfghi	741 67.63%Tcghi	430 46.92%hi	93 9.22%i	11 2.65%	922 53.21%m	999 55.60%Tm	769 59.46%Tjm	557 35.96%	1921 54.43%To	1326 46.65%	2701 52.52%Tq	546 44.41%
Working full time - working 30 hours per week or more	2618 41.10%bcghimoq	1521 48.93%Tb	1091 33.66%	307 34.95%hi	700 65.79%Tcfghi	642 65.00%Tcfghi	615 56.17%Tcghi	314 34.27%hi	38 3.78%i	2 0.36%	782 45.13%Tm	821 45.67%Tm	618 47.76%Tm	398 25.71%	1603 45.41%To	1016 35.75%	2215 43.08%Tq	403 32.79%
Working part-time - working between 8 and 29 hours per week	628 9.86%ahijnp	178 5.74%	448 13.84%Ta	83 9.46%hi	118 11.09%hi	121 12.28%Thi	126 11.46%hi	116 12.65%Thi	55 5.43%i	10 2.29%	140 8.09%	178 9.92%	151 11.70%Tj	159 10.25%	318 9.02%	310 10.91%Tn	486 9.44%	143 11.62%
NET: Self-employed	340 5.34%bchim	198 6.37%Tb	141 4.35%	21 2.41%	64 6.06%chi	72 7.32%Tchi	84 7.63%Tchi	60 6.54%chi	33 3.25%	6 1.44%	90 5.18%	80 4.47%	112 8.69%Tjkm	58 3.73%	170 4.82%	170 5.99%	262 5.10%	78 6.34%
Self-employed - working 30 hours per week or more	210 3.30%bchimn	133 4.27%Tb	77 2.37%	14 1.60%	48 4.54%Tchi	49 4.93%Tchi	58 5.30%Tchi	29 3.21%hi	11 1.08%	1 0.26%	53 3.04%	48 2.66%	78 6.07%Tjkm	32 2.04%	100 2.84%	110 3.87%	170 3.30%	41 3.33%
Self-employed - working between 8 and 29 hours per week	130 2.04%cp	65 2.10%	64 1.98%	7 0.81%	16 1.52%	24 2.40%c	26 2.33%c	30 3.32%Tcdi	22 2.18%c	5 1.19%	37 2.15%	33 1.82%	34 2.63%	26 1.68%	70 1.98%	60 2.11%	93 1.80%	37 3.02%Tp
NET: Not working	2784 43.70%adeflknp	1211 38.96%	1561 48.15%Ta	468 53.18%Tdefg	182 17.07%	152 15.39%	271 24.74%de	427 46.54%def	881 87.53%Tcdefg	404 95.90%Tcdefgh	721 41.61%l	717 39.93%l	412 31.85%	934 60.32%Tjkl	1438 40.75%	1346 47.36%Tn	2179 42.38%	605 49.25%Tp
Not working but seeking work or temporarily unemployed or sick	238 3.74%hijkln	123 3.94%	115 3.56%	33 3.77%hi	46 4.29%hi	46 4.69%hi	64 5.83%Thi	39 4.27%hi	10 1.01%	- -	22 1.24%	17 0.95%	28 2.20%k	171 11.07%Tjkl	39 1.09%	200 7.03%Tn	200 3.90%	38 3.10%
Not working and not seeking work	286 4.49%cdhijkln	141 4.55%	144 4.45%	10 1.15%	28 2.65%	41 4.16%chi	96 8.75%Tcdehi	89 9.74%Tcdehi	18 1.78%	4 0.90%	10 0.60%	20 1.14%	26 2.00%j	230 14.84%Tjkl	31 0.87%	256 8.99%Tn	235 4.57%	52 4.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 264

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Student	468 7.34%adefg hilmoq	189 6.09%	271 8.35%Ta	418 47.58%Tdefg hi	38 3.62%efghi	5 0.51%h	5 0.44%	1 0.09%	- -	- -	164 9.44%Tlm	219 12.17%TjIm	42 3.27%	43 2.77%	382 10.83%To	85 3.00%	405 7.88%Tq	62 5.06%
Retired on a state pension only	376 5.91%acdef gjklnp	111 3.58%	265 8.16%Ta	- -	- -	- -	- -	1 0.14%	259 25.78%Tcde fg	116 27.42%Tcdef g	28 1.62%	44 2.43%	48 3.68%j	257 16.60%TjkI	72 2.03%	305 10.72%Tn	286 5.56%	90 7.34%p
Retired with a private pension	1090 17.11%bcde flmop	601 19.32%Tb	488 15.06%	- -	- -	1 0.06%	10 0.94%cde	218 23.79%Tcde f	576 57.25%Tcde fg	285 67.59%Tcde fgh	447 25.79%TkIm	369 20.52%TIm	187 14.43%m	88 5.68%	816 23.11%To	274 9.66%	794 15.43%	296 24.12%Tp
House person, housewife, househusband, etc.	325 5.11%achij kn	46 1.48%	278 8.57%Ta	6 0.68%	69 6.50%chi	59 5.97%chi	96 8.78%Tcehi	78 8.50%Tchi	17 1.71%i	- -	50 2.90%	49 2.73%	81 6.28%jk	145 9.37%TjkI	99 2.81%	226 7.96%Tn	259 5.03%	67 5.42%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 265

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Working	3587 56.30%q	2991 55.95%	296 55.76%	175 57.98%	124 64.80%Ta	296 55.76%	127 50.28%	408 57.96%	286 55.14%	316 56.83%	239 52.23%	175 57.98%	324 54.11%	499 59.43%fj	480 55.08%	311 57.09%	124 64.80%Tfh jln	3028 55.44%	525 61.87%Tq
NET: Employed	3247 50.96%q	2699 50.49%	270 50.87%	162 53.48%	115 60.28%Ta	270 50.87%	115 45.19%	373 52.88%	256 49.23%	298 53.50%	218 47.59%	162 53.48%	290 48.45%	457 54.36%fjn	413 47.37%	281 51.71%	115 60.28%Tfh jln	2723 49.84%	495 58.33%Tq
Working full time - working 30 hours per week or more	2618 41.10%a hnq	2144 40.10%	233 43.94%	141 46.51%	101 52.59%Ta	233 43.94%hn	97 38.30%	302 42.81%n	190 36.51%	242 43.52%hn	172 37.66%	141 46.51%hjl n	224 37.32%	380 45.19%Thj ln	316 36.25%	222 40.73%	101 52.59%Tfg hjlno	2201 40.30%	394 46.38%Tq
Working part-time - working between 8 and 29 hours per week	628 9.86%b e	556 10.39%Tb	37 6.93%	21 6.97%	15 7.69%	37 6.93%	17 6.89%	71 10.07%	66 12.72%Tefk	55 9.97%	45 9.93%	21 6.97%	67 11.12%e	77 9.17%	97 11.12%e	60 10.98%e	15 7.69%	521 9.54%	102 11.96%
NET: Self-employed	340 5.34%ir	292 5.46%	26 4.89%	14 4.50%	9 4.52%	26 4.89%	13 5.09%	36 5.08%	31 5.91%	19 3.33%	21 4.64%	14 4.50%	34 5.66%	43 5.07%	67 7.71%Ti	29 5.38%	9 4.52%	306 5.60%Tr	30 3.54%
Self-employed - working 30 hours per week or more	210 3.30%	182 3.41%	16 3.09%	8 2.67%	4 1.87%	16 3.09%	7 2.91%	20 2.91%	25 4.79%	14 2.47%	15 3.25%	8 2.67%	17 2.75%	26 3.11%	46 5.25%Tio	13 2.31%	4 1.87%	186 3.40%	23 2.71%
Self-employed - working between 8 and 29 hours per week	130 2.04%r	110 2.05%	10 1.79%	6 1.83%	5 2.65%	10 1.79%	6 2.19%	15 2.17%	6 1.12%	5 0.86%	6 1.39%	6 1.83%	17 2.91%i	16 1.96%	21 2.45%	17 3.06%i	5 2.65%	120 2.20%r	7 0.83%
NET: Not working	2784 43.70%d pr	2355 44.05%d	235 44.24%	127 42.02%	67 35.20%	235 44.24%	126 49.72%mp	296 42.04%	233 44.86%p	240 43.17%	218 47.77%mp	127 42.02%	275 45.89%p	341 40.57%	392 44.92%p	233 42.91%	67 35.20%	2434 44.56%Tr	324 38.13%
Not working but seeking work or temporarily unemployed or sick	238 3.74%	212 3.97%	17 3.17%	5 1.73%	4 2.11%	17 3.17%	13 5.18%	25 3.57%	21 4.08%	33 5.97%Tkn	16 3.60%	5 1.73%	24 4.04%	33 3.94%	28 3.23%	18 3.25%	4 2.11%	195 3.57%	40 4.73%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 265

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Not working and not seeking work	286 4.49%gr	230 4.30%	31 5.85%	20 6.64%	5 2.80%	31 5.85%gi	14 5.36%	20 2.78%	29 5.60%gi	16 2.85%	29 6.43%gi	20 6.64%gi	22 3.63%	35 4.20%	41 4.70%	24 4.48%	5 2.80%	265 4.86%Tr	18 2.11%
Student	468 7.34%dlpq	410 7.67%d	39 7.31%d	15 5.10%	3 1.77%	39 7.31%p	26 10.14%lp	56 7.99%lp	40 7.68%p	45 8.05%lp	30 6.47%p	15 5.10%	28 4.75%	94 11.14%Tejklnop	55 6.26%p	37 6.81%p	3 1.77%	240 4.39%	218 25.68%Tq
Retired on a state pension only	376 5.91%dpr	317 5.93%d	34 6.46%d	21 6.94%d	4 2.01%	34 6.46%p	12 4.57%	45 6.32%p	22 4.32%	31 5.60%	31 6.80%p	21 6.94%p	41 6.86%p	46 5.45%	57 6.49%p	33 6.03%	4 2.01%	364 6.66%Tr	10 1.23%
Retired with a private pension	1090 17.11%mr	899 16.82%	92 17.34%	55 18.17%	44 22.86%	92 17.34%	48 18.80%	117 16.54%	92 17.76%	78 14.05%	79 17.19%	55 18.17%	116 19.37%im	112 13.36%	163 18.75%m	94 17.36%	44 22.86%im	1078 19.73%Tr	12 1.43%
House person, housewife, househusband, etc.	325 5.11%mr	286 5.35%	22 4.12%	10 3.45%	7 3.65%	22 4.12%	14 5.67%m	34 4.84%m	28 5.42%m	37 6.64%m	33 7.28%m	10 3.45%	43 7.25%Tkm	21 2.48%	48 5.49%m	27 4.99%m	7 3.65%	293 5.36%r	25 2.94%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Working	3587 56.30%abgl	2915 55.24%gl	681 52.80%	131 53.21%	208 56.28%l	25 60.91%	643 57.69%bgl	273 49.78%	562 54.63%	228 68.87%Tabcdfghl	13 51.03%	61 60.74%l	20 40.08%	16 59.99%
NET: Employed	3247 50.96%abgl	2640 50.03%bg	605 46.91%	123 49.89%	189 51.22%	25 60.91%	606 54.35%Tabgl	248 45.09%	510 49.56%	199 60.14%Tabcdghl	8 32.35%	52 51.99%	18 35.78%	13 49.70%
Working full time - working 30 hours per week or more	2618 41.10%abg	2115 40.07%bg	456 35.41%	106 43.14%	151 41.00%	20 46.94%	509 45.61%Tabghl	193 35.12%	406 39.42%	160 48.38%Tabghl	7 27.52%	45 44.64%	15 28.55%	12 45.19%
Working part-time - working between 8 and 29 hours per week	628 9.86%	526 9.96%	148 11.51%	17 6.74%	38 10.22%	6 13.97%	97 8.74%	55 9.96%	104 10.15%	39 11.77%	1 4.84%	7 7.35%	4 7.23%	1 4.51%
NET: Self-employed	340 5.34%f	274 5.20%f	76 5.89%f	8 3.33%	19 5.06%	- -	37 3.34%	26 4.69%	52 5.06%	29 8.72%Tacfgh	5 18.67%	9 8.75%f	2 4.30%	3 10.29%
Self-employed - working 30 hours per week or more	210 3.30%	169 3.21%	45 3.46%	4 1.51%	10 2.57%	- -	27 2.45%	14 2.61%	37 3.58%	17 5.26%cf	5 18.67%	5 5.01%	1 2.13%	- -
Self-employed - working between 8 and 29 hours per week	130 2.04%f	105 1.99%f	31 2.43%f	4 1.82%	9 2.48%f	- -	10 0.89%	11 2.09%	15 1.48%	11 3.46%f	- -	4 3.74%f	1 2.17%	3 10.29%
NET: Not working	2784 43.70%i	2362 44.76%Ti	608 47.20%Tfi	115 46.79%i	161 43.72%i	16 39.09%	472 42.31%i	276 50.22%Tafi	467 45.37%i	103 31.13%	13 48.97%	39 39.26%	31 59.92%Tadfik	11 40.01%
Not working but seeking work or temporarily unemployed or sick	238 3.74%a	178 3.37%	39 3.06%	9 3.85%	13 3.62%	* 1.18%	36 3.25%	16 2.90%	37 3.60%	6 1.67%	3 10.89%	6 5.72%	3 6.40%	- -
Not working and not seeking work	286 4.49%i	231 4.38%i	57 4.39%i	9 3.80%	15 4.14%	- -	57 5.10%i	33 5.95%i	43 4.16%i	4 1.32%	- -	7 7.30%i	3 5.97%i	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Student	468 7.34%abdfk	323 6.12%d	70 5.45%d	44 17.70%Tabdfghi kl	8 2.23%	12 27.66%	54 4.85%	32 5.83%d	64 6.18%d	34 10.28%abdfghk	1 3.60%	1 0.88%	2 3.26%	- -
Retired on a state pension only	376 5.91%i	340 6.43%Ti	83 6.45%i	13 5.48%	23 6.29%	1 1.69%	73 6.55%i	64 11.67%Tabcdfhi	59 5.74%	10 2.89%	2 6.85%	6 6.02%	1 2.30%	1 4.30%
Retired with a private pension	1090 17.11%i	1016 19.26%Tfi	297 23.04%Tacfik	34 13.96%	84 22.79%Tcfi	4 8.56%	180 16.15%i	108 19.61%i	199 19.34%i	35 10.70%	4 17.04%	12 12.38%	20 40.03%Tabcdfg hik	9 33.44%
House person, housewife, househusband, etc.	325 5.11%	275 5.20%	62 4.81%	5 2.00%	17 4.65%	- -	71 6.41%c	23 4.27%	65 6.35%c	14 4.27%	3 10.60%	7 6.97%	1 1.95%	1 2.27%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 267

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Working	3587 56.30%t	3565 56.56%Tt	123 52.88%	662 59.24%t	244 57.33%t	39 79.07%Tnopqs tuvwxyz	598 57.93%t	242 44.04%	365 60.99%Tt	250 57.45%t	460 60.35%Tt	65 51.08%	66 55.96%t	232 55.57%t	64 62.60%t
NET: Employed	3247 50.96%t	3227 51.19%Tt	109 47.07%	613 54.88%Tnt	218 51.22%t	33 67.26%otx	540 52.35%t	220 40.00%	324 54.09%t	230 52.70%t	409 53.68%t	58 45.45%	57 48.10%	220 52.56%t	58 56.08%t
Working full time - working 30 hours per week or more	2618 41.10%ot	2600 41.24%ot	68 29.05%	510 45.70%Tnotx	175 41.10%ot	24 49.40%ot	438 42.41%ot	161 29.29%	275 45.92%Tnotx	183 42.07%ot	334 43.89%ot	43 33.66%	48 40.92%t	183 43.79%ot	44 43.36%ot
Working part-time - working between 8 and 29 hours per week	628 9.86%	627 9.95%	42 18.02%Tnpqstu vwyz	102 9.17%	43 10.11%	9 17.86%	103 9.94%	59 10.71%	49 8.17%	46 10.62%	74 9.78%	15 11.79%	8 7.19%	37 8.77%	13 12.72%
NET: Self-employed	340 5.34%	338 5.37%	13 5.81%	49 4.36%	26 6.11%	6 11.81%tz	58 5.58%	22 4.05%	41 6.91%z	21 4.76%	51 6.67%z	7 5.63%	9 7.86%z	13 3.01%	7 6.52%
Self-employed - working 30 hours per week or more	210 3.30%z	209 3.32%z	7 3.22%	30 2.72%	18 4.32%z	6 11.22%Tnpstvz	38 3.72%z	11 1.94%	25 4.18%z	14 3.12%	33 4.31%tz	3 2.56%	7 5.61%tz	6 1.39%	4 4.20%
Self-employed - working between 8 and 29 hours per week	130 2.04%	129 2.05%	6 2.59%	18 1.65%	8 1.79%	* 0.59%	19 1.86%	12 2.10%	16 2.73%	7 1.64%	18 2.36%	4 3.07%	3 2.25%	7 1.62%	2 2.32%
NET: Not working	2784 43.70%nruw	2738 43.44%r	110 47.12%r	455 40.76%r	182 42.67%r	10 20.93%	434 42.07%r	308 55.96%Tnpqrs uvwyzA	234 39.01%r	185 42.55%r	302 39.65%r	62 48.92%r	52 44.04%r	186 44.43%r	38 37.40%
Not working but seeking work or temporarily unemployed or sick	238 3.74%	236 3.74%	9 3.89%	45 4.01%	16 3.78%	1 2.97%	31 3.03%	19 3.38%	25 4.20%	10 2.36%	29 3.79%	6 5.07%	2 1.36%	20 4.78%	7 6.40%
Not working and not seeking work	286 4.49%	284 4.51%	12 5.29%	42 3.74%	17 4.04%	3 5.90%	43 4.12%	21 3.79%	26 4.42%	19 4.37%	29 3.81%	8 5.94%	4 3.67%	28 6.58%p	8 7.42%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 267

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Student	468 7.34%o	459 7.29%o	7 3.01%	85 7.62%o	56 13.11%Tnopstu vwzA	3 7.03%	59 5.75%	37 6.82%	44 7.43%o	34 7.87%o	55 7.27%o	11 8.28%	7 6.18%	20 4.82%	5 4.48%
Retired on a state pension only	376 5.91%nq	363 5.75%	14 5.93%	63 5.66%	14 3.32%	- -	75 7.24%qw	49 9.00%TnpquwA	27 4.46%	22 5.05%	32 4.17%	5 3.57%	9 7.79%	27 6.42%	2 1.92%
Retired with a private pension	1090 17.11%qru	1076 17.07%qru	59 25.31%Tnpqrs uvwzA	188 16.86%qru	49 11.52%	1 2.00%	177 17.17%qru	150 27.23%Tnpqrs uvwzA	71 11.84%	75 17.12%qru	121 15.85%r	28 22.35%qru	24 20.47%qru	66 15.68%r	13 12.88%
House person, housewife, househusband, etc.	325 5.11%p	320 5.08%p	9 3.69%	32 2.87%	29 6.91%p	1 3.03%	49 4.77%	32 5.74%p	40 6.66%p	25 5.77%p	36 4.77%	5 3.71%	5 4.58%	26 6.15%p	4 4.31%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 268

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Working	3587 56.30%g tuw	3462 56.94%T bg	697 53.66%	160 56.30%	240 58.05%g	22 69.00%	742 59.33%T bg	307 50.79%	788 57.65%g	249 66.99%T abcdfgh l	18 51.48%	67 59.52%	27 46.54%	19 67.50%	2016 58.71%T s	274 62.88%T s	1126 59.82%T s	94 55.16%	497 54.73%	521 47.38%	1833 54.01%t	992 76.15%T tu	839 41.66%	2580 62.83%Tw
NET: Employed	3247 50.96%g tuw	3144 51.71%T bg	631 48.61%	149 52.41%	217 52.61%	22 69.00%	694 55.53%T abgl	278 45.87%	719 52.61%g	216 58.14%T abgl	13 37.14%	59 51.80%	23 39.58%	15 55.80%	1878 54.67%T s	266 60.93%T os	1044 55.47%T s	90 52.91%	456 50.20%	452 41.10%	1648 48.57%t	926 71.10%T tu	741 36.79%	2355 57.35%Tw
Working full time - working 30 hours per week or more	2618 41.10%b gtuw	2533 41.66%T bg	475 36.63%	120 42.43%	174 42.14%	17 52.94%	583 46.65%T abg	223 36.84%	576 42.16%b g	174 46.79%b g	10 28.59%	50 44.54%	19 33.25%	14 51.50%	1542 44.88%T s	203 46.58%T s	892 47.39%T os	70 41.28%	357 39.32%	309 28.14%	1297 38.23%t	842 64.61%T tu	562 27.91%	1931 47.02%Tw
Working part-time - working between 8 and 29 hours per week	628 9.86%q v	611 10.05%	155 11.98%Ta f	28 9.98%	43 10.47%	5 16.06%	111 8.88%	55 9.03%	143 10.45%	42 11.35%	3 8.56%	8 7.26%	4 6.32%	1 4.30%	336 9.79%q	63 14.34%To q	152 8.08%	20 11.63%	99 10.88%q	142 12.96%T uv	351 10.34%v	85 6.49%	179 8.88%	424 10.33%
NET: Self-employed	340 5.34%fo p	318 5.23%f	66 5.06%	11 3.90%	23 5.45%	- -	48 3.80%	30 4.92%	69 5.04%	33 8.85%T abcfgh	5 14.34%	9 7.72%	4 6.96%	3 11.69%	138 4.03%p	9 1.95%	82 4.35%p	4 2.26%	41 4.53%p	69 6.28%	184 5.43%	66 5.05%	98 4.88%	225 5.48%
Self-employed - working 30 hours per week or more	210 3.30%ap	193 3.18%	38 2.91%	4 1.46%	11 2.76%	- -	34 2.70%	19 3.10%	47 3.46%	19 5.06%c	5 14.34%	5 4.42%	2 3.56%	- -	97 2.83%p	4 0.83%	64 3.42%p	1 0.66%	27 2.95%p	42 3.83%	110 3.25%	47 3.59%	53 2.63%	144 3.51%
Self-employed - working between 8 and 29 hours per week	130 2.04%fo q	125 2.05%f	28 2.15%	7 2.44%	11 2.69%f	- -	14 1.10%	11 1.83%	22 1.58%	14 3.79%Tafh	- -	4 3.30%	2 3.40%	3 11.69%	41 1.20%	5 1.12%	18 0.93%	3 1.59%	14 1.58%	27 2.45%	74 2.18%	19 1.46%	45 2.24%	81 1.97%
NET: Not working	2784 43.70%a fiopqvx	2618 43.06%i	601 46.34%a fi	124 43.70%i	173 41.95%i	10 31.00%	508 40.67%i	298 49.21%T adfhi	579 42.35%i	122 33.01%	16 48.52%	46 40.48%	31 53.46%i	9 32.50%	1418 41.29%	162 37.12%	756 40.18%	76 44.84%	411 45.27%o pq	578 52.62%T uv	1561 45.99%T v	311 23.85%	1174 58.34%T x	1526 37.17%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 268

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Not working but seeking work or temporarily unemployed or sick	238 3.74%pu vx	226 3.72%	38 2.94%	14 5.08%	13 3.24%	* 1.55%	47 3.72%	19 3.12%	56 4.09%	8 2.23%	3 8.36%	7 6.16%	2 3.22%	- -	124 3.61%p	5 1.04%	71 3.78%p	7 4.08%p	37 4.09%p	100 9.06%Tu v	91 2.69%v	13 1.00%	135 6.72%Tx	92 2.23%
Not working and not seeking work	286 4.49%ip vx	270 4.44%i	58 4.49%i	10 3.56%	16 3.88%	- -	60 4.83%i	36 5.99%i	59 4.35%i	6 1.73%	1 1.75%	8 7.31%i	4 6.43%i	1 2.32%	135 3.94%	10 2.29%	87 4.63%	5 3.14%	33 3.60%	103 9.38%Tu v	146 4.30%v	7 0.50%	225 11.16%Tx	48 1.16%
Student	468 7.34%ab dfquw	376 6.18%d	66 5.12%	36 12.58%Ta bdfghk	11 2.74%	7 21.59%	61 4.91%	34 5.63%	96 7.02%d	39 10.59%T abdfg	3 10.21%	5 4.29%	2 4.24%	- -	233 6.80%q	36 8.15%	110 5.83%	19 11.42%oq	67 7.37%	137 12.50%Tu v	120 3.53%	82 6.32%u	125 6.19%	316 7.70%
Retired on a state pension only	376 5.91%iv x	360 5.93%i	83 6.43%i	14 4.79%	24 5.92%	1 2.22%	74 5.90%	67 11.09%Ta bcdfhi	66 4.85%	11 2.89%	1 3.49%	7 5.83%	3 5.60%	1 4.10%	186 5.42%	20 4.54%	101 5.36%	18 10.72%To pqs	47 5.15%	89 8.11%Tv	240 7.06%Tv	11 0.85%	179 8.91%Tx	188 4.59%
Retired with a private pension	1090 17.11%i qtv	1066 17.54%T fi	291 22.39%T acfhik	44 15.34%	91 22.06%Ta fhik	2 5.65%	187 14.96%	112 18.49%i	217 15.84%i	41 10.92%	6 16.56%	12 10.74%	19 32.27%T acfghik	7 23.92%	567 16.51%q	79 18.03%	284 15.07%	23 13.28%	176 19.34%oq	40 3.66%	798 23.52%T tv	176 13.48%t	381 18.91%T	700 17.05%
House person, housewife, househusband, etc.	325 5.11%vx	319 5.25%T	64 4.97%	7 2.34%	17 4.12%	- -	79 6.35%c	30 4.89%	85 6.20%c	17 4.66%	3 8.14%	7 6.15%	1 1.71%	1 2.17%	173 5.03%	13 3.08%	104 5.51%	4 2.19%	52 5.71%	109 9.91%Tu v	166 4.89%v	22 1.71%	130 6.44%Tx	182 4.44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3580	1864	1706	376	836	855	790	544	152	27	1020	1081	896	583	2101	1479	2956	624
Weighted base	3587	1897	1681	412	882	835	825	490	125	17**	1012	1079	881	614	2091	1496	2963	624
Effective base	2526	1335	1184	278	600	603	536	391	116	22	760	763	644	373	1521	1008	2087	439
NET: Public Sector	1158 32.29%ahlmoq	520 27.39%	638 37.99%Ta	146 35.41%h	300 34.02%h	264 31.60%	268 32.46%h	151 30.70%	28 22.69%	2 9.77%	367 36.24%Tlm	427 39.59%Tlm	216 24.52%	148 24.11%	794 37.97%To	364 24.35%	987 33.30%Tq	171 27.49%
A nationalised industry/state corporation	115 3.20%knq	73 3.83%	42 2.50%	36 8.81%Tdefgh	26 2.98%	24 2.83%	17 2.04%	10 2.04%	2 1.30%	- -	30 2.97%	21 1.96%	35 3.96%k	29 4.64%k	51 2.45%	63 4.24%Tn	105 3.53%Tq	10 1.60%
Central government or civil service (including Courts service and Bank of England)	161 4.49%blmoq	108 5.70%Tb	53 3.14%	32 7.81%Tef	42 4.79%	27 3.27%	33 4.05%	21 4.34%	5 3.60%	- -	91 9.03%Tklm	37 3.43%m	26 2.94%	7 1.08%	128 6.14%To	33 2.17%	146 4.94%Tq	15 2.34%
Local government or council (including fire services, police and local authority controlled schools/colleges)	388 10.82%aclmo	156 8.21%	232 13.82%Ta	21 5.06%	77 8.69%	111 13.30%Tcd	103 12.52%cd	64 13.14%cd	10 8.26%	1 7.98%	101 9.94%lm	194 17.99%Tjlm	56 6.30%	38 6.13%	295 14.10%To	93 6.23%	318 10.72%	70 11.26%
A university, or other grant funded establishment (include opted-out schools)	111 3.09%o	53 2.82%	57 3.41%	12 3.00%	35 4.01%	23 2.73%	26 3.10%	12 2.49%	2 1.92%	- -	44 4.35%Tlm	35 3.21%	20 2.27%	12 1.97%	79 3.76%To	32 2.14%	98 3.30%	13 2.06%
A health authority or NHS Trust	282 7.86%ao	85 4.46%	197 11.75%Ta	36 8.73%	85 9.65%	57 6.82%	65 7.93%	31 6.42%	7 5.67%	- -	78 7.74%	113 10.45%Tlm	57 6.43%	34 5.55%	191 9.14%To	91 6.07%	243 8.19%	39 6.28%
The armed forces	14 0.38%	10 0.53%	3 0.21%	- -	7 0.75%	3 0.41%	4 0.43%	- -	- -	- -	1 0.10%	3 0.32%	4 0.45%	5 0.85%	4 0.21%	9 0.61%	11 0.39%	2 0.34%
Other public sector occupation (Please specify as much detail as possible)	88 2.46%a	35 1.84%	53 3.18%Ta	8 2.00%	28 3.16%	19 2.25%	20 2.38%	11 2.28%	2 1.95%	* 1.79%	21 2.12%	24 2.22%	19 2.16%	24 3.89%	45 2.17%	43 2.87%	66 2.22%	23 3.62%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Weighted base	3587	1897	1681	412	882	835	825	490	125	17**	1012	1079	881	614	2091	1496	2963	624
NET: Private Sector	2429 67.71%bjkn p	1377 72.61%Tb	1042 62.01%	266 64.59%	582 65.98%	571 68.40%	557 67.54%	340 69.30%	97 77.31%Tcdf	16 90.23%	645 63.76%	652 60.41%	665 75.48%Tjk	466 75.89%Tjk	1297 62.03%	1132 75.65%Tn	1976 66.70%	452 72.51%Tp
A charity, voluntary organisation or trust	147 4.11%a	53 2.81%	94 5.59%Ta	13 3.07%	34 3.90%	29 3.48%	32 3.84%	34 6.86%Tcdef	6 4.65%	- -	45 4.43%	42 3.94%	32 3.66%	28 4.51%	87 4.17%	60 4.01%	125 4.21%	22 3.60%
Self-employed (Private sector)	444 12.39%bckn p	275 14.48%Tb	168 10.01%	32 7.88%	93 10.51%	107 12.80%c	98 11.84%	73 14.87%cd	35 27.80%Tcde fg	7 39.56%	122 12.03%	105 9.77%	144 16.31%Tjk	73 11.94%	227 10.87%	217 14.51%Tn	342 11.53%	103 16.45%Tp
None of the above/ I work in the Private sector	1837 51.22%bjkn	1049 55.31%Tb	780 46.41%	221 53.65%	455 51.57%	435 52.12%	428 51.86%	233 47.58%	56 44.87%	9 50.67%	479 47.30%	504 46.70%	489 55.52%Tjk	365 59.45%Tjk	983 46.99%	855 57.13%Tn	1510 50.96%	327 52.46%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	3580	3009	281	168	122	281	135	394	305	337	254	168	316	495	448	325	122	3054	490
Weighted base	3587	2991	296	175	124*	296	127*	408	286	316	239	175	324	499	480	311	124*	3028	525
Effective base	2526	2110	202	120	94	202	96	272	225	244	184	120	213	361	298	231	94	2161	343
NET: Public Sector	1158 32.29%am	931 31.11%	109 36.88%	72 41.28%Ta	46 36.96%	109 36.88%jm	50 39.05%jm	126 30.85%	87 30.38%	120 37.84%jmn	65 27.13%	72 41.28%Tghjmn	103 31.84%	139 27.77%	140 29.17%	102 32.73%	46 36.96%	966 31.89%	183 34.75%
A nationalised industry/state corporation	115 3.20%	100 3.33%	8 2.66%	6 3.47%	1 0.84%	8 2.66%	7 5.37%	8 1.93%	10 3.36%	24 7.69%Tegh jlnop	6 2.69%	6 3.47%	6 1.78%	22 4.45%	9 1.96%	7 2.30%	1 0.84%	89 2.95%	25 4.70%
Central government or civil service (including Courts service and Bank of England)	161 4.49%	132 4.41%	18 6.00%	5 3.08%	6 4.85%	18 6.00%ln	10 8.14%ln	15 3.67%	16 5.43%	20 6.25%ln	9 3.77%	5 3.08%	7 2.12%	31 6.15%ln	12 2.52%	12 3.99%	6 4.85%	133 4.40%	27 5.08%
Local government or council (including fire services, police and local authority controlled schools/colleges)	388 10.82%am	298 9.96%	46 15.45%Ta	30 17.34%Ta	14 11.13%	46 15.45%Tgjmo	14 10.72%	38 9.23%	30 10.58%	33 10.35%	20 8.27%	30 17.34%Tgjmo	44 13.43%m	38 7.60%	56 11.66%	26 8.49%	14 11.13%	334 11.02%	52 9.85%
A university, or other grant funded establishment (include opted-out schools)	111 3.09%	99 3.31%	7 2.22%	3 1.62%	2 1.81%	7 2.22%	6 4.58%	12 2.85%	10 3.33%	9 2.78%	10 4.29%	3 1.62%	10 3.21%	12 2.49%	20 4.08%	10 3.38%	2 1.81%	91 3.02%	18 3.45%
A health authority or NHS Trust	282 7.86%m	224 7.48%	23 7.61%	18 10.40%	17 14.07%Ta	23 7.61%	13 10.24%	37 9.16%	15 5.32%	26 8.24%	13 5.34%	18 10.40%m	32 9.80%m	26 5.25%	28 5.89%	33 10.62%hmn	17 14.07%Thjmn	233 7.71%	45 8.53%
The armed forces	14 0.38%	14 0.45%	- -	- -	- -	- -	- -	- -	- -	- -	3 1.38%Tgm	- -	1 0.26%	- -	7 1.47%Tgm	2 0.77%	- -	12 0.39%	2 0.33%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	3587	2991	296	175	124*	296	127*	408	286	316	239	175	324	499	480	311	124*	3028	525
Other public sector occupation (Please specify as much detail as possible)	88 2.46%a	65 2.17%	9 2.93%	9 5.38%Ta	5 4.26%	9 2.93%	- -	16 4.02%	7 2.35%	8 2.52%	3 1.38%	9 5.38%Tfjl mn	4 1.23%	9 1.82%	8 1.58%	10 3.19%	5 4.26%f	73 2.41%	15 2.82%
NET: Private Sector	2429 67.71%c k	2061 68.89%Tc	187 63.12%	103 58.72%	78 63.04%	187 63.12%	78 60.95%	282 69.15%k	199 69.62%k	196 62.16%	174 72.87%efi k	103 58.72%	221 68.16%	361 72.23%Tef ik	340 70.83%lk	209 67.27%	78 63.04%	2063 68.11%	343 65.25%
A charity, voluntary organisation or trust	147 4.11%	122 4.07%	15 5.22%	6 3.46%	4 3.10%	15 5.22%	7 5.30%	9 2.16%	13 4.65%	7 2.24%	16 6.66%gil	6 3.46%	6 1.87%	26 5.15%l	21 4.40%	17 5.50%gl	4 3.10%	132 4.35%	16 2.96%
Self-employed (Private sector)	444 12.39%	390 13.04%T	28 9.32%	16 8.97%	11 8.85%	28 9.32%	20 15.75%	45 11.13%	36 12.44%	28 9.00%	30 12.44%	16 8.97%	42 12.92%	76 15.19%ei	73 15.25%i	40 12.78%	11 8.85%	375 12.37%	66 12.52%
None of the above/ I work in the Private sector	1837 51.22%f	1549 51.78%	144 48.58%	81 46.29%	63 51.09%	144 48.58%	51 39.90%	228 55.85%f	150 52.53%f	161 50.93%	128 53.76%f	81 46.29%	173 53.38%f	259 51.89%f	246 51.18%	152 48.99%	63 51.09%	1556 51.39%	261 49.76%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	3580	2885	714	124	213	20	622	285	526	218	12	59	23	14
Weighted base	3587	2915	681	131*	208	25**	643	273	562	228	13**	61*	20**	16**
Effective base	2526	2053	515	91	149	14	460	203	366	149	7	41	19	10
NET: Public Sector	1158 32.29%	952 32.66%	205 30.10%	46 35.40%	66 31.54%	9 36.18%	248 38.61%Tabgh	78 28.59%	174 30.98%	72 31.50%	4 33.15%	24 40.35%	9 46.46%	6 37.61%
A nationalised industry/state corporation	115 3.20%	103 3.55%Tb	15 2.18%	5 3.73%	11 5.08%	2 6.05%	33 5.13%Tabh	14 4.95%b	13 2.33%	9 4.11%	2 15.26%	- -	- -	- -
Central government or civil service (including Courts service and Bank of England)	161 4.49%	138 4.73%	33 4.80%	7 5.24%	9 4.12%	2 6.23%	42 6.47%T	8 3.01%	21 3.67%	8 3.41%	- -	6 10.49%gh	3 13.35%	- -
Local government or council (including fire services, police and local authority controlled schools/colleges)	388 10.82%	329 11.29%	82 11.99%	11 8.51%	21 9.94%	4 15.57%	75 11.69%	28 10.09%	67 11.91%	28 12.16%	2 17.89%	6 9.57%	2 11.49%	1 3.74%
A university, or other grant funded establishment (include opted-out schools)	111 3.09%	85 2.91%	24 3.57%	2 1.64%	8 4.08%	- -	19 2.93%	10 3.50%	9 1.67%	4 1.81%	- -	5 8.37%ahi	1 5.55%	1 3.77%
A health authority or NHS Trust	282 7.86%b	223 7.65%b	37 5.38%	11 8.58%	13 6.15%	2 8.32%	64 9.91%abg	13 4.82%	49 8.73%	20 8.89%	- -	6 9.59%	1 6.27%	3 20.95%
The armed forces	14 0.38%	11 0.37%	2 0.34%	1 0.49%	- -	- -	2 0.31%	2 0.63%	3 0.48%	- -	- -	1 2.33%Ta	- -	- -
Other public sector occupation (Please specify as much detail as possible)	88 2.46%a	63 2.16%	12 1.83%	9 7.20%Tabfghi	5 2.17%	- -	14 2.17%	4 1.58%	12 2.20%	3 1.12%	- -	- -	2 9.81%	1 9.14%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	3587	2915	681	131*	208	25**	643	273	562	228	13**	61*	20**	16**
NET: Private Sector	2429 67.71%f	1963 67.34%f	476 69.90%f	85 64.60%	142 68.46%	16 63.82%	395 61.39%	195 71.41%f	388 69.02%f	156 68.50%	9 66.85%	36 59.65%	11 53.54%	10 62.39%
A charity, voluntary organisation or trust	147 4.11%b	118 4.06%b	17 2.53%	6 4.47%	14 6.63%b	2 9.44%	20 3.07%	11 3.95%	30 5.39%b	10 4.53%	- -	4 7.20%	1 3.00%	- -
Self-employed (Private sector)	444 12.39%f	372 12.76%f	99 14.55%f	19 14.30%f	19 8.91%	- -	50 7.81%	31 11.20%	84 14.88%f	39 17.07%df	5 36.59%	9 15.29%	2 10.73%	3 19.52%
None of the above/ I work in the Private sector	1837 51.22%	1473 50.52%	359 52.82%	60 45.83%	110 52.92%	14 54.38%	325 50.50%	154 56.26%k	274 48.75%	107 46.90%	4 30.26%	22 37.15%	8 39.81%	7 42.87%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	3580	3556	124	649	246	36	611	247	351	231	473	65	73	220	70
Weighted base	3587	3565	123*	662	244	39**	598	242	365	250	460	65*	66*	232	64*
Effective base	2526	2507	88	459	176	23	443	158	252	159	332	46	52	165	46
NET: Public Sector	1158 32.29%q	1154 32.36%q	41 33.20%	213 32.19%	62 25.21%	15 39.45%	182 30.49%	87 36.09%q	101 27.73%	89 35.36%q	139 30.31%	29 44.49%qu	20 30.17%	107 46.07%Tnopqs uwy	21 32.85%
A nationalised industry/state corporation	115 3.20%	115 3.22%	7 5.32%	18 2.78%	6 2.41%	6 14.80%	16 2.64%	10 4.09%	8 2.08%	12 4.88%	11 2.45%	5 7.98%uwy	- -	15 6.29%Tnpsuw	* 0.52%
Central government or civil service (including Courts service and Bank of England)	161 4.49%	160 4.50%	9 7.65%	24 3.70%	6 2.56%	- -	24 4.07%	9 3.86%	26 7.02%Tnqw	11 4.57%	15 3.28%	1 1.67%	3 5.06%	26 11.19%TnpqstvwxA	- -
Local government or council (including fire services, police and local authority controlled schools/colleges)	388 10.82%	386 10.83%	8 6.23%	78 11.80%	20 8.13%	4 10.42%	55 9.12%	38 15.69%Tnoqsw	35 9.46%	28 11.27%	41 8.95%	13 20.02%Tnoqsu w	10 14.83%	26 11.13%	13 19.65%oqsuw
A university, or other grant funded establishment (include opted-out schools)	111 3.09%	109 3.06%	3 2.37%	18 2.67%	6 2.32%	1 3.29%	31 5.24%Tnpu	4 1.86%	7 1.94%	6 2.32%	12 2.57%	2 2.77%	1 1.84%	8 3.43%	1 2.32%
A health authority or NHS Trust	282 7.86%	282 7.91%	12 9.98%	52 7.93%	19 7.59%	2 4.08%	37 6.23%	17 6.90%	18 5.06%	24 9.44%	47 10.28%su	7 10.98%	6 8.44%	24 10.27%u	4 5.93%
The armed forces	14 0.38%	14 0.38%	- -	3 0.47%	2 0.83%	3 6.86%	1 0.24%	- -	2 0.50%	- -	2 0.38%	- -	- -	- -	1 1.27%
Other public sector occupation (Please specify as much detail as possible)	88 2.46%	88 2.46%	2 1.65%	19 2.83%	3 1.38%	- -	18 2.95%	9 3.70%	6 1.67%	7 2.87%	11 2.41%	1 1.07%	- -	9 3.75%	2 3.16%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	3587	3565	123*	662	244	39**	598	242	365	250	460	65*	66*	232	64*
NET: Private Sector	2429 67.71%z	2412 67.64%z	82 66.80%z	449 67.81%z	183 74.79%Tntvxz	24 60.55%	416 69.51%z	155 63.91%	264 72.27%xz	162 64.64%	320 69.69%z	36 55.51%	46 69.83%z	125 53.93%	43 67.15%
A charity, voluntary organisation or trust	147 4.11%	146 4.09%	8 6.19%	32 4.89%	7 3.01%	1 1.49%	25 4.26%	7 2.81%	19 5.09%	8 3.35%	22 4.71%	2 2.45%	1 1.29%	6 2.53%	3 4.57%
Self-employed (Private sector)	444 12.39%p	442 12.39%p	20 16.47%pz	62 9.41%	37 15.14%pz	8 21.41%	69 11.48%	23 9.43%	62 17.09%Tnpstz	34 13.63%	63 13.68%	7 11.02%	9 14.04%	19 8.12%	11 17.48%
None of the above/ I work in the Private sector	1837 51.22%z	1824 51.16%z	54 44.13%	354 53.51%z	138 56.65%z	15 37.65%	321 53.77%z	125 51.67%	183 50.09%	119 47.66%	236 51.30%	27 42.04%	36 54.50%	101 43.28%	29 45.09%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	3580	3443	724	164	251	18	709	321	740	244	17	69	32	16	1875	262	1033	96	459	540	1957	846	909	2521
Weighted base	3587	3462	697	160	240	22**	742	307	788	249	18**	67*	27**	19**	2016	274	1126	94*	497	521	1833	992	839	2580
Effective base	2526	2426	500	120	173	13	522	215	519	175	9	47	26	11	1334	202	728	74	316	343	1390	647	626	1805
NET: Public Sector	1158 32.29%g	1129 32.62%g	206 29.62%	65 40.81%T bg	80 33.17%	8 36.42%	282 37.97%T abgh	81 26.26%	252 31.93%	85 34.17%	5 28.31%	24 35.20%	12 42.72%	6 31.86%	689 34.15%T	85 30.98%	400 35.54%T	33 35.47%	161 32.47%	166 31.92%	574 31.33%	339 34.13%	284 33.89%	819 31.73%
A nationalised industry/state corporation	115 3.20%hu	109 3.14%	14 2.03%	11 6.74%Ta bh	13 5.39%b h	4 17.17%	26 3.46%	16 5.36%bh	15 1.87%	8 3.02%	2 11.61%	- -	- -	- -	86 4.25%T	11 4.08%	49 4.37%T	11 11.16%To pqs	13 2.58%	30 5.82%Tu v	46 2.53%	21 2.13%	31 3.70%	79 3.06%
Central government or civil service (including Courts service and Bank of England)	161 4.49%	157 4.54%	29 4.12%	12 7.73%gh	9 3.93%	- -	47 6.31%Ta gh	7 2.39%	29 3.66%	10 3.89%	- -	7 11.13%T abgh	3 12.78%	- -	97 4.82%	11 4.18%	62 5.47%	7 7.11%	17 3.32%	17 3.22%	70 3.82%	64 6.47%Tt u	34 4.11%	114 4.41%
Local government or council (including fire services, police and local authority controlled schools/colleges)	388 10.82%	383 11.07%T	78 11.15%	18 11.10%	24 9.91%	4 19.25%	85 11.43%	30 9.70%	94 11.94%	29 11.51%	2 13.62%	3 4.38%	3 10.38%	1 3.17%	211 10.45%	22 7.98%	125 11.10%	7 6.94%	53 10.76%	68 13.14%	194 10.58%	112 11.31%	87 10.41%	290 11.25%
A university, or other grant funded establishment (include opted-out schools)	111 3.09%ht	105 3.04%h	27 3.81%h	7 4.21%	13 5.31%h	- -	22 2.96%	8 2.60%	14 1.73%	5 2.01%	- -	5 8.03%ah i	2 7.44%	1 3.20%	59 2.93%	10 3.59%	39 3.43%	3 2.88%	8 1.60%	6 1.07%	63 3.42%t	31 3.10%t	17 1.99%	88 3.41%
A health authority or NHS Trust	282 7.86%gt x	277 8.00%g	45 6.40%	13 8.17%	16 6.53%	- -	72 9.69%g	11 3.52%	75 9.56%g	31 12.31%Ta bg	1 3.08%	6 9.55%	1 4.72%	3 17.75%	181 8.98%T	23 8.42%	94 8.37%	3 3.41%	59 11.80%Tr	27 5.24%	146 7.97%	86 8.64%	86 10.27%Tx	181 7.03%
The armed forces	14 0.38%u	13 0.37%	2 0.33%	1 0.41%	- -	- -	2 0.27%	2 0.56%	5 0.60%	- -	- -	1 2.10%	- -	- -	11 0.53%	1 0.48%	3 0.26%	2 1.84%Tq	5 0.95%	4 0.85%u	1 0.08%	8 0.78%u	3 0.34%	9 0.35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	3587	3462	697	160	240	22**	742	307	788	249	18**	67*	27**	19**	2016	274	1126	94*	497	521	1833	992	839	2580
Other public sector occupation (Please specify as much detail as possible)	88 2.46%	85 2.46%	12 1.78%	4 2.46%	5 2.10%	- -	29 3.87%Tab	7 2.14%	20 2.58%	4 1.43%	- -	- -	2 7.39%	1 7.75%	44 2.18%	6 2.25%	29 2.53%	2 2.13%	7 1.46%	13 2.59%	54 2.94%	17 1.71%	26 3.06%	57 2.21%
NET: Private Sector	2429 67.71%cfoq	2333 67.38%f	490 70.38%cf	95 59.19%	160 66.83%	14 63.58%	460 62.03%	227 73.74%Tacf	536 68.07%f	164 65.83%	13 71.69%	44 64.80%	16 57.28%	13 68.14%	1328 65.85%	189 69.02%	726 64.46%	61 64.53%	336 67.53%	354 68.08%	1259 68.67%	653 65.87%	555 66.11%	1761 68.27%
A charity, voluntary organisation or trust	147 4.11%oqt	142 4.10%	19 2.76%	6 3.98%	17 7.06%Tabf	- -	22 2.97%	10 3.29%	44 5.59%bf	11 4.59%	- -	5 7.15%	1 2.26%	- -	61 3.04%	5 1.75%	30 2.67%	2 2.00%	25 4.94%o	10 1.89%	79 4.33%t	46 4.68%t	37 4.37%	105 4.08%
Self-employed (Private sector)	444 12.39%afoqvx	418 12.07%f	89 12.71%f	18 10.97%	22 9.16%	- -	62 8.39%	35 11.31%	101 12.78%f	47 18.91%Tabdfgh	5 27.86%	10 15.48%	4 13.24%	4 19.33%	214 10.63%	28 10.21%	108 9.58%	7 7.87%	66 13.27%	92 17.77%Tuv	245 13.35%v	82 8.25%	125 14.89%Tx	296 11.48%
None of the above/ I work in the Private sector	1837 51.22%iw	1773 51.21%i	383 54.91%ci	71 44.24%	121 50.60%	14 63.58%	376 50.67%	182 59.14%Tacfhik	392 49.69%	105 42.33%	8 43.83%	28 42.17%	11 41.79%	9 48.81%	1052 52.18%	157 57.06%	588 52.21%	51 54.67%	245 49.31%	252 48.43%	935 50.99%	525 52.93%	393 46.85%	1360 52.72%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 274
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
	(T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
No children aged 18 or under	4556 71.51%defl op	2198 70.73%	2342 72.25%	726 82.59%Tdef	622 58.49%e	371 37.60%	624 56.94%e	809 88.21%Tcde f	985 97.89%Tcde fg	418 99.21%Tcde fg	1261 72.74%l	1348 75.05%Tl	824 63.72%	1123 72.53%l	2609 73.92%To	1947 68.52%	3602 70.04%	954 77.66%Tp
NET: Yes	1790 28.10%cghi knq	895 28.79%	892 27.53%	143 16.25%ghi	435 40.86%Tcgh i	613 62.08%Tcdf ghi	471 42.97%Tcgh i	107 11.67%hi	20 1.98%	2 0.51%	466 26.88%	435 24.23%	466 36.06%Tjkm	423 27.31%	901 25.53%	889 31.29%Tn	1519 29.53%Tq	272 22.10%
NET: Any 5-18	1467 23.02%cghi jknq	708 22.79%	755 23.30%	56 6.37%hi	280 26.32%Tcgh i	541 54.80%Tcdf ghi	462 42.16%Tcdg hi	106 11.55%chi	20 1.98%	2 0.51%	352 20.31%	356 19.82%	380 29.41%Tjkm	379 24.45%jk	708 20.06%	759 26.71%Tn	1225 23.82%Tq	242 19.70%
NET: Any 11-18	1016 15.94%cdgh in	496 15.95%	518 15.98%	38 4.30%hi	109 10.27%chi	345 34.92%Tcdg hi	408 37.22%Tcdg hi	99 10.76%chi	17 1.70%i	* 0.11%	256 14.75%	264 14.70%	232 17.93%jk	264 17.07%	520 14.72%	496 17.46%Tn	839 16.31%	177 14.43%
Yes - children aged under 5 years old	573 8.99%fghik mnq	295 9.50%	278 8.57%	102 11.65%Tfgh i	280 26.29%Tcef ghi	172 17.41%Tcfgh i	17 1.59%ghi	2 0.17%	- -	- -	171 9.85%km	118 6.57%	169 13.04%Tjkm	116 7.47%	289 8.18%	284 10.00%Tn	512 9.95%Tq	61 4.98%
Yes - children aged 5 to 10 years old	750 11.78%cghi jknq	364 11.72%	385 11.87%	25 2.81%hi	235 22.05%Tcfg hi	350 35.50%Tcdf ghi	118 10.77%cghi	17 1.90%h	3 0.34%	2 0.40%	178 10.29%	157 8.73%	234 18.07%Tjkm	181 11.72%k	335 9.49%	415 14.61%Tn	633 12.31%Tq	117 9.52%
Yes - children aged 11 to 15 years old	717 11.25%cdgh ijn	349 11.23%	366 11.28%	22 2.54%hi	96 9.02%cghi	294 29.73%Tcdf ghi	252 23.01%Tcdgh i	49 5.34%chi	4 0.39%	- -	170 9.82%	194 10.79%	171 13.23%Tj	182 11.72%	364 10.31%	353 12.41%Tn	602 11.70%T	115 9.37%
Yes - children aged 16 to 18 years old	492 7.72%cdhik n	228 7.35%	262 8.10%	27 3.02%i	30 2.82%i	111 11.20%Tcdg hi	242 22.09%Tcdeg hi	66 7.24%cdhi	16 1.55%i	* 0.11%	139 8.00%	109 6.05%	98 7.56%	146 9.46%Tk	247 7.01%	244 8.60%n	403 7.84%	88 7.20%
Refused	25 0.39%bo	15 0.48%	7 0.22%	10 1.16%Tfgh	7 0.65%	3 0.32%	1 0.09%	1 0.12%	1 0.12%	1 0.28%	7 0.38%	13 0.72%Tm	3 0.22%	2 0.15%	19 0.55%o	5 0.19%	22 0.42%	3 0.24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 275

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
No children aged 18 or under	4556 71.51%ir	3814 71.34%	393 73.94%	222 73.32%	127 66.63%	393 73.94%i	176 69.30%	492 69.86%	376 72.41%i	362 65.07%	331 72.26%i	222 73.32%i	427 71.25%	589 70.06%	659 75.66%Tgimp	402 73.98%i	127 66.63%	3988 73.01%Tr	518 61.00%
NET: Yes	1790 28.10%nq	1509 28.22%	138 25.93%	81 26.68%	63 33.07%	138 25.93%	78 30.57%	208 29.57%n	142 27.29%	191 34.28%Tehkno	127 27.74%	81 26.68%	170 28.36%	244 29.00%	209 24.03%	140 25.81%	63 33.07%n	1461 26.74%	324 38.11%Tq
NET: Any 5-18	1467 23.02%q	1223 22.88%	118 22.29%	72 23.67%	54 28.20%	118 22.29%	70 27.80%i	167 23.72%	112 21.52%	114 20.55%	103 22.43%	72 23.67%	152 25.43%	200 23.83%	183 21.05%	121 22.18%	54 28.20%	1222 22.38%	240 28.32%Tq
NET: Any 11-18	1016 15.94%	836 15.63%	86 16.18%	50 16.68%	43 22.76%Ta	86 16.18%	50 19.91%	117 16.63%	71 13.69%	78 14.10%	75 16.31%	50 16.68%	99 16.48%	133 15.88%	126 14.51%	85 15.70%	43 22.76%Thimn	853 15.62%	160 18.86%Tq
Yes - children aged under 5 years old	573 8.99%nq	504 9.42%Tb	34 6.34%	20 6.75%	15 7.98%	34 6.34%	16 6.20%	74 10.45%en	52 9.99%n	104 18.75%Tefghjklmnop	36 7.87%	20 6.75%	43 7.23%	84 9.99%en	56 6.46%	39 7.08%	15 7.98%	440 8.06%	130 15.32%Tq
Yes - children aged 5 to 10 years old	750 11.78%q	648 12.13%	54 10.21%	30 9.91%	18 9.27%	54 10.21%	32 12.44%	85 12.02%	66 12.72%	59 10.54%	46 10.15%	30 9.91%	85 14.24%	128 15.22%Teijkno	94 10.73%	54 9.97%	18 9.27%	614 11.25%	133 15.71%Tq
Yes - children aged 11 to 15 years old	717 11.25%i	600 11.22%	57 10.65%	30 9.91%	30 15.78%	57 10.65%	39 15.53%i	78 11.07%	55 10.53%	46 8.27%	55 11.97%	30 9.91%	66 10.93%	105 12.47%i	95 10.89%	62 11.40%	30 15.78%i	597 10.93%	117 13.81%Tq
Yes - children aged 16 to 18 years old	492 7.72%	395 7.40%	51 9.55%	25 8.25%	21 10.77%	51 9.55%	17 6.68%	61 8.65%	31 6.05%	45 8.10%	30 6.48%	25 8.25%	59 9.86%h	58 6.86%	60 6.91%	34 6.33%	21 10.77%	419 7.66%	73 8.60%
Refused	25 0.39%q	23 0.44%	1 0.13%	- -	1 0.30%	1 0.13%	* 0.12%	4 0.57%	2 0.29%	4 0.64%	- -	- -	2 0.39%	8 0.94%T	3 0.31%	1 0.22%	1 0.30%	13 0.25%	8 0.89%q

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 276
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
No children aged 18 or under	4556 71.51%fi	3750 71.05%fi	954 74.00%afi	168 68.19%	284 76.84%Tacfi	29 68.77%	719 64.46%	419 76.37%Tacfi	740 71.87%fi	205 62.00%	17 64.83%	72 72.35%	41 79.66%fi	22 82.47%
NET: Yes	1790 28.10%bg	1507 28.56%bdg	329 25.49%	74 30.18%	86 23.16%	13 30.12%	393 35.20%Tabdghl	130 23.63%	286 27.76%	124 37.47%Tabdghl	9 35.17%	28 27.65%	10 20.34%	5 17.53%
NET: Any 5-18	1467 23.02%	1228 23.28%	277 21.52%	57 23.20%	70 18.92%	8 18.82%	302 27.05%Tabdg	109 19.83%	242 23.47%	98 29.58%Tabdg	9 35.17%	24 23.89%	10 20.34%	5 17.53%
NET: Any 11-18	1016 15.94%	858 16.26%dg	203 15.73%	31 12.55%	43 11.77%	7 15.78%	211 18.90%Tacdg	70 12.76%	184 17.92%dg	64 19.29%dg	8 28.92%	16 16.35%	6 11.95%	2 7.12%
Yes - children aged under 5 years old	573 8.99%b	481 9.12%b	90 6.97%	32 12.91%bghk	31 8.53%	5 12.60%	142 12.70%Tabghk	42 7.57%	80 7.76%	43 13.15%Tabghk	- -	4 4.27%	5 9.63%	- -
Yes - children aged 5 to 10 years old	750 11.78%b	611 11.58%b	119 9.23%	37 15.23%b	41 11.23%	5 13.10%	153 13.70%ab	60 10.96%	118 11.46%	47 14.30%b	7 25.22%	9 9.26%	4 8.39%	3 10.41%
Yes - children aged 11 to 15 years old	717 11.25%l	601 11.39%l	133 10.31%l	24 9.85%l	32 8.77%l	2 4.09%	152 13.64%Tabdl	54 9.88%l	136 13.23%l	46 13.87%l	7 26.72%	6 5.59%	- -	- -
Yes - children aged 16 to 18 years old	492 7.72%g	409 7.76%g	104 8.06%g	11 4.52%	22 5.86%	5 11.69%	100 8.93%g	27 4.83%	89 8.69%g	24 7.18%	1 2.20%	12 11.79%cg	6 11.95%g	2 7.12%
Refused	25 0.39%	20 0.39%	7 0.51%	4 1.63%Tadfg	- -	* 1.11%	4 0.34%	- -	4 0.37%	2 0.53%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 277
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
No children aged 18 or under	4556 71.51%nz	4497 71.34%z	154 66.39%	781 69.90%z	324 75.89%opruwz	29 58.31%	729 70.62%z	427 77.73%Tnoprs uwz	410 68.42%	321 73.56%z	523 68.69%	93 72.93%	101 85.31%Tnoprs uvwxzA	260 62.23%	74 72.13%
NET: Yes	1790 28.10%ty	1783 28.29%Tty	78 33.61%qty	329 29.45%ty	102 23.82%	21 41.69%qty	298 28.89%ty	121 21.96%	189 31.49%qty	114 26.17%y	235 30.88%qty	34 27.07%y	17 14.69%	156 37.27%Tnpqst vy	28 27.12%
NET: Any 5-18	1467 23.02%y	1460 23.16%y	48 20.64%	273 24.42%ty	87 20.47%	7 14.89%	240 23.23%y	105 19.13%	151 25.21%ty	100 22.90%	203 26.68%Tnqty	34 26.80%y	16 13.96%	121 28.94%Tnoqty	25 24.45%
NET: Any 11-18	1016 15.94%	1012 16.06%	30 13.07%	181 16.17%	64 15.10%	5 10.97%	163 15.80%	86 15.61%	100 16.73%	63 14.35%	147 19.34%Tny	29 23.19%ovy	11 9.18%	78 18.53%y	19 18.91%
Yes - children aged under 5 years old	573 8.99%tx	570 9.04%tx	41 17.70%Tnpqstu vwxyA	95 8.51%tx	33 7.82%x	14 27.73%Tnpqstu vwxyzA	102 9.83%txy	25 4.55%	60 10.08%txy	41 9.51%tx	67 8.86%tx	2 1.81%	4 3.35%	59 14.06%Tnpqstw xyA	6 5.46%
Yes - children aged 5 to 10 years old	750 11.78%qt	743 11.79%qt	21 9.01%	150 13.43%qtx	35 8.30%	3 5.65%	143 13.83%qtx	35 6.37%	88 14.67%qtx	48 10.98%t	102 13.35%qtx	8 5.93%	9 7.37%	71 16.86%Tnoqtv xy	14 13.50%t
Yes - children aged 11 to 15 years old	717 11.25%	715 11.35%	21 8.92%	129 11.53%	46 10.85%	5 10.97%	109 10.54%	59 10.76%	71 11.89%	37 8.49%	116 15.27%Tnopst vy	23 18.41%Tnostvy	8 6.85%	63 15.05%Tnsvy	11 10.40%
Yes - children aged 16 to 18 years old	492 7.72%y	489 7.77%y	20 8.52%	90 8.06%y	32 7.53%	3 6.64%	79 7.65%	45 8.15%y	45 7.53%	33 7.68%	64 8.38%y	16 12.90%y	3 2.32%	30 7.14%	10 9.50%y
Refused	25 0.39%	23 0.37%	- -	7 0.65%	1 0.30%	- -	5 0.50%	2 0.31%	1 0.09%	1 0.27%	3 0.44%	- -	- -	2 0.50%	1 0.75%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 278
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
No children aged 18 or under	4556 71.51%a fiopqtx	4312 70.93%f i	938 72.27%f i	198 69.79%	316 76.44%T afi	21 66.22%	813 65.04%	461 76.18%T afhi	971 71.02%f i	233 62.91%	24 69.64%	87 77.08%f i	47 80.81%f i	20 72.54%	2265 65.94%p	263 60.19%	1219 64.75%	114 66.60%	644 70.92%o pq	577 52.49%	2507 73.87%T t	1023 78.50%T tu	1546 76.77%T x	2843 69.24%
NET: Yes	1790 28.10%g uvw	1746 28.73%T dg	353 27.16%	82 28.79%	97 23.56%	11 33.78%	434 34.70%T abdghkl	143 23.66%	391 28.63%g	137 36.95%T abdghkl	10 30.36%	26 22.92%	11 19.19%	8 27.46%	1157 33.69%T s	171 39.27%T os	656 34.85%T s	57 33.40%	261 28.77%	519 47.23%T uv	883 26.01%v	280 21.46%	456 22.66%	1257 30.62%Tw
NET: Any 5-18	1467 23.02%u vw	1430 23.53%T dg	295 22.74%	62 21.98%	77 18.61%	4 11.03%	333 26.65%T adg	120 19.85%	343 25.13%d g	109 29.48%T abdg	10 30.36%	22 19.18%	11 19.19%	8 27.46%	926 26.97%T	136 31.24%T s	519 27.57%T	44 25.83%	220 24.27%	464 42.26%T uv	688 20.26%	231 17.70%	370 18.37%	1043 25.40%Tw
NET: Any 11-18	1016 15.94%d uvw	994 16.34%T d	220 16.94%d	40 14.00%	48 11.62%	3 9.84%	229 18.31%T dg	81 13.38%	243 17.78%d g	68 18.35%d	8 23.97%	14 12.53%	7 11.85%	4 15.21%	658 19.15%T	96 21.89%T	372 19.76%T	30 17.34%	159 17.56%	321 29.20%T uv	461 13.59%	178 13.64%	270 13.39%	714 17.38%Tw
Yes - children aged under 5 years old	573 8.99%gu vw	557 9.16%g	107 8.24%	32 11.23%g	35 8.53%	8 24.46%	159 12.70%Ta bdghk	37 6.18%	104 7.62%	49 13.28%Tabgh k	- -	5 4.18%	6 9.82%	- -	379 11.03%T s	62 14.11%T s	215 11.44%T s	19 11.22%	76 8.37%	198 18.05%Tu v	273 8.04%v	69 5.33%	148 7.37%	383 9.33%w
Yes - children aged 5 to 10 years old	750 11.78%b uvw	725 11.92%b	128 9.88%	40 13.96%	44 10.56%	2 4.83%	170 13.63%b	63 10.34%	184 13.47%b	53 14.22%b	7 20.96%	9 8.17%	4 7.34%	3 12.25%	469 13.64%T	66 15.14%	253 13.44%T	24 14.27%	119 13.11%	282 25.71%Tu v	327 9.64%v	91 7.01%	172 8.56%	540 13.14%Tw
Yes - children aged 11 to 15 years old	717 11.25%d luvw	702 11.54%T dl	149 11.50%l	31 10.78%l	32 7.82%	3 9.84%	163 13.05%d kl	61 10.14%l	183 13.37%T dkl	44 11.90%l	8 22.28%	6 5.55%	1 1.39%	- -	477 13.89%T	72 16.54%T	260 13.79%T	22 12.89%	123 13.53%	243 22.13%Tu v	319 9.40%	118 9.02%	166 8.26%	527 12.83%Tw
Yes - children aged 16 to 18 years old	492 7.72%gu	480 7.89%g	116 8.96%cg	13 4.75%	27 6.48%	- -	110 8.77%g	32 5.21%	113 8.25%g	37 9.91%cg	1 1.69%	9 7.88%	6 10.46%	4 15.21%	304 8.84%T	33 7.56%	188 9.96%To	14 8.09%	68 7.53%	163 14.80%Tu v	197 5.82%	103 7.88%u	138 6.83%	344 8.37%T
Refused	25 0.39%au x	21 0.34%	7 0.57%	4 1.42%Tadfg	- -	- -	3 0.26%	1 0.16%	5 0.35%	1 0.14%	- -	- -	- -	- -	13 0.37%	2 0.54%	8 0.40%	- -	3 0.32%	3 0.28%	4 0.12%	1 0.04%	12 0.57%x	6 0.14%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 279
Which of the following ITV regions do you live in?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Anglia	659 10.34%cjnp	295 9.49%	362 11.16%	53 5.98%	126 11.87%c	128 13.01%Tch	121 11.05%c	94 10.28%c	95 9.42%c	42 9.87%c	138 7.97%	178 9.92%	138 10.67%j	205 13.22%Tjk	316 8.96%	343 12.06%Tn	479 9.31%	180 14.69%Tp
Border	64 1.01%p	37 1.19%	27 0.85%	4 0.40%	13 1.18%	7 0.74%	16 1.50%c	5 0.57%	14 1.35%	6 1.36%	13 0.76%	18 1.01%	14 1.08%	19 1.23%	31 0.89%	33 1.16%	41 0.80%	23 1.88%Tp
Central	805 12.64%n	394 12.66%	409 12.62%	121 13.75%	132 12.43%	113 11.46%	148 13.48%	123 13.42%	124 12.36%	44 10.40%	213 12.30%	202 11.23%	203 15.69%Tjkm	187 12.11%	415 11.75%	390 13.74%n	670 13.02%	136 11.03%
Granada	642 10.08%q	303 9.75%	336 10.35%	74 8.40%	111 10.43%	103 10.41%	99 9.05%	112 12.24%Tc	102 10.13%	41 9.76%	155 8.93%	181 10.09%	112 8.63%	194 12.56%Tjl	336 9.52%	306 10.77%	567 11.03%Tq	75 6.11%
London	1198 18.81%moq	586 18.85%	610 18.83%	224 25.45%Tdef ghi	193 18.12%	183 18.55%	180 16.41%	149 16.19%	194 19.26%	77 18.17%	380 21.91%Tlm	348 19.37%m	224 17.31%	247 15.94%	728 20.62%To	471 16.57%	1115 21.69%Tq	83 6.75%
Meridian	608 9.54%	290 9.34%	314 9.70%	69 7.90%	102 9.61%	107 10.84%	91 8.32%	91 9.87%	83 8.21%	65 15.31%Tcde fgh	175 10.09%	178 9.93%	109 8.42%	145 9.40%	353 10.01%	254 8.95%	485 9.42%	123 10.02%
STV	479 7.52%b	265 8.54%Tb	212 6.54%	51 5.80%	74 6.92%	76 7.67%	100 9.09%c	58 6.37%	92 9.18%cg	28 6.75%	128 7.40%	140 7.78%	96 7.39%	116 7.47%	268 7.59%	211 7.43%	378 7.35%	101 8.25%
Tyne Tees	246 3.85%	131 4.23%	113 3.50%	30 3.41%	28 2.68%	39 3.91%	41 3.78%	42 4.61%d	48 4.73%d	17 4.06%	61 3.51%	69 3.82%	48 3.68%	69 4.43%	129 3.67%	116 4.09%	200 3.89%	45 3.70%
Wales	305 4.78%p	153 4.93%	148 4.58%	35 4.00%	56 5.22%	42 4.22%	65 5.94%	37 4.02%	44 4.38%	26 6.23%	85 4.92%	77 4.28%	66 5.07%	77 4.97%	162 4.59%	143 5.02%	189 3.68%	115 9.39%Tp
West	246 3.86%gm	107 3.46%	137 4.24%	62 7.10%Tefgh i	64 5.99%Tefgh i	28 2.86%	29 2.66%	23 2.49%	29 2.93%	10 2.43%	78 4.51%m	75 4.20%m	56 4.34%m	36 2.34%	154 4.35%	92 3.25%	199 3.87%	47 3.81%
Westcountry	324 5.08%jp	160 5.16%	162 5.01%	42 4.76%	49 4.64%	44 4.41%	62 5.69%	44 4.81%	63 6.29%	19 4.53%	68 3.92%	104 5.79%j	67 5.17%	85 5.49%	172 4.87%	152 5.34%	233 4.54%	90 7.35%Tp
Yorkshire	607 9.52%p	288 9.26%	319 9.83%	106 12.09%Tdh	87 8.19%	90 9.09%	103 9.37%	95 10.38%	85 8.48%	40 9.55%	152 8.79%	173 9.65%	137 10.62%	144 9.27%	326 9.23%	281 9.88%	459 8.93%	148 12.02%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 279
Which of the following ITV regions do you live in?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
UTV	188	98	91	8	29	28	40	43	33	7	87	53	25	24	139	49	127	62
	2.96%clmop	3.14%	2.80%	0.96%	2.71%c	2.83%c	3.66%c	4.73%Tcdi	3.29%c	1.57%	5.00%Tklm	2.92%m	1.92%	1.57%	3.94%To	1.73%	2.47%	5.01%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Anglia	659 10.34%bcdefghikmnopr	656 12.26%Tbcd	3 0.65%	- -	- -	3 0.65%	1 0.44%	1 0.13%	- -	1 0.18%	84 18.30%Tefghikmnop	- -	503 83.96%Tefghijkmnop	1 0.15%	60 6.94%efghikmop	4 0.71%	- -	604 11.07%Tr	49 5.78%
Border	64 1.01%ahlmno	32 0.60%	32 6.03%Tacd	- -	- -	32 6.03%Tfhijklmnop	- -	31 4.36%Tfhijklmnop	- -	1 0.14%	- -	- -	- -	- -	1 0.09%	- -	- -	60 1.10%	2 0.29%
Central	805 12.64%bcdefghklmnop	788 14.75%Tbcd	16 3.00%c	- -	1 0.47%	16 3.00%ghklmn	1 0.57%	7 1.02%h	- -	477 85.77%Tefghjklmnop	280 61.13%Tefghklmnop	- -	2 0.30%	2 0.22%	9 1.01%	11 1.97%hklm	1 0.47%	678 12.41%	123 14.49%
Granada	642 10.08%bcdefhijklmnop	638 11.94%Tbcd	1 0.28%	2 0.80%	- -	1 0.28%	- -	616 87.36%Tefhijklmnop	2 0.39%	6 1.08%lm	10 2.17%efhlmno	2 0.80%m	- -	- -	5 0.52%	* 0.06%	- -	560 10.25%	76 8.98%
London	1198 18.81%bcdefghijklopq	1195 22.35%Tbcd	2 0.37%	- -	1 0.76%	2 0.37%	6 2.20%eghk	3 0.50%	- -	6 1.08%h	5 1.17%h	- -	88 14.66%efghijkop	835 99.39%Tefghijklnop	248 28.40%Tefghijklop	4 0.72%	1 0.76%	836 15.31%	344 40.57%Tq
Meridian	608 9.54%bcdefghijklmpr	608 11.37%Tbcd	- -	- -	- -	- -	- -	- -	- -	3 0.49%	9 1.97%eghklm	- -	3 0.45%	1 0.07%	543 62.36%Tefghijklmop	49 9.04%efghijklmp	- -	567 10.38%Tr	32 3.76%
STV	479 7.52%acdfghijklmnopr	8 0.14%	472 88.78%Tacd	- -	- -	472 88.78%Tfghijklmnop	- -	- -	- -	3 0.51%	- -	- -	- -	- -	4 0.41%	1 0.21%	- -	450 8.25%Tr	25 2.94%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Tyne Tees	246 3.85%bc deghijk lmnopr	245 4.59%Tbcd	* 0.09%	- -	- -	* 0.09%	235 92.57%Tegh ijklmnop	3 0.38%	8 1.49%eijlmno	- -	- -	- -	- -	- -	- -	- -	- -	231 4.24%Tr	13 1.57%
Wales	305 4.78%ab defghij lmnopr	5 0.09%	1 0.23%	299 98.71%Tabd	- -	1 0.23%	- -	3 0.41%	- -	* 0.08%	- -	299 98.71%Tefghij lmnop	- -	2 0.18%	- -	- -	- -	280 5.12%Tr	23 2.68%
West	246 3.86%bc defhjkl mnpq	243 4.54%Tbcd	1 0.23%	1 0.31%	1 0.58%	1 0.23%	- -	31 4.35%efhjklm np	- -	55 9.83%Tefghjk lmnp	- -	1 0.31%	- -	- -	- -	157 28.95%Tefg hijklmnp	1 0.58%	178 3.26%	64 7.49%Tq
Westcountry	324 5.08%bc defghij klmnpr	323 6.05%Tbcd	- -	1 0.17%	- -	- -	- -	- -	- -	5 0.84%gm	* 0.10%	1 0.17%	- -	- -	2 0.27%	316 58.03%Tefghij klmnp	- -	300 5.49%Tr	23 2.68%
Yorkshire	607 9.52%b cdefgi klmnop	605 11.31%Tbcd	2 0.34%	- -	- -	2 0.34%	11 4.22%egik lmnop	11 1.50%imn o	509 98.12%Tefgijk lmnop	- -	69 15.15%Tefgikl mnop	- -	4 0.63%	- -	- -	1 0.19%	- -	533 9.77%	72 8.48%
UTV	188 2.96%ab cefghij klmnor	1 0.01%	- -	- -	188 98.19%Tabc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.12%	188 98.19%Tefg hijklmno	184 3.36%Tr	2 0.27%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 281
Which of the following ITV regions do you live in?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Anglia	659 10.34%h	543 10.29%h	125 9.69%	30 12.20%	48 13.09%h	2 5.34%	128 11.44%h	69 12.53%h	85 8.23%	35 10.59%	- -	10 10.30%	2 4.11%	2 6.73%
Border	64 1.01%h	59 1.11%h	21 1.61%Th	4 1.78%h	8 2.25%Th	- -	10 0.91%	6 1.12%h	2 0.19%	3 0.79%	- -	1 1.29%	2 4.19%Tafh	- -
Central	805 12.64%	678 12.85%b	140 10.85%	25 10.19%	46 12.43%	3 7.48%	167 14.96%Tabi	74 13.53%	171 16.64%Tabci	30 9.18%	- -	8 7.85%	5 9.46%	4 14.60%
Granada	642 10.08%b	530 10.05%b	106 8.22%	20 8.04%	42 11.44%	4 8.69%	115 10.29%	76 13.79%Tabi	105 10.19%	28 8.48%	- -	22 22.07%Tabcdfhi	7 13.85%	3 11.87%
London	1198 18.81%df	992 18.80%df	225 17.49%d	61 24.78%Tabdfg	46 12.37%	16 38.03%	178 15.94%	88 15.96%	255 24.80%Tabdfgi	59 17.71%	- -	18 17.98%	9 16.70%	5 19.32%
Meridian	608 9.54%c	505 9.57%c	142 11.00%c	11 4.46%	29 7.73%	2 5.33%	94 8.45%	50 9.16%	101 9.85%c	41 12.33%c	- -	14 13.81%c	5 9.58%	1 5.63%
STV	479 7.52%	399 7.57%	111 8.63%	13 5.21%	33 8.98%	2 3.60%	92 8.26%	41 7.54%	68 6.60%	23 7.02%	- -	4 3.96%	3 6.44%	3 10.33%
Tyne Tees	246 3.85%	204 3.87%	46 3.60%	16 6.44%	13 3.49%	1 2.74%	37 3.32%	20 3.66%	45 4.37%	13 3.83%	- -	2 1.87%	7 14.66%Tabdfghik	2 8.13%
Wales	305 4.78%h	269 5.10%Th	69 5.39%h	23 9.38%Tabfh	34 9.11%Tabfh	2 4.75%	43 3.82%	36 6.55%fh	26 2.50%	24 7.36%fh	- -	5 4.96%	2 3.81%	3 10.17%
West	246 3.86%	194 3.67%	42 3.29%	10 3.91%	9 2.37%	7 16.64%	39 3.47%	15 2.65%	42 4.11%	14 4.37%	- -	6 6.09%	- -	1 4.61%
Westcountry	324 5.08%h	259 4.90%h	85 6.61%Tah	10 4.02%	25 6.76%h	2 4.42%	57 5.13%h	22 3.96%	30 2.92%	14 4.20%	- -	5 4.88%	3 5.21%	2 8.60%
Yorkshire	607 9.52%	484 9.18%	115 8.91%	23 9.16%	30 8.19%	1 2.97%	110 9.91%	43 7.76%	81 7.86%	35 10.54%	26 100.00%	4 4.25%	6 10.99%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 281
Which of the following ITV regions do you live in?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
UTV	188	160	61	1	7	-	46	10	18	12	-	1	1	-
	2.96%ch	3.04%ch	4.71%Tacdgh	0.43%	1.80%	-	4.13%Tcgh	1.79%	1.75%	3.61%c	-	0.70%	1.00%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 282
Which of the following ITV regions do you live in?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Anglia	659 10.34%x	653 10.36%x	22 9.48%x	107 9.60%x	47 10.94%x	7 14.79%x	123 11.93%x	72 13.11%wx	58 9.72%x	44 9.99%x	69 9.05%x	3 2.38%	14 12.18%x	46 11.01%x	8 7.84%
Border	64 1.01%	62 0.98%	3 1.46%	9 0.76%	4 0.90%	- -	16 1.56%	6 1.17%	2 0.41%	1 0.20%	9 1.25%	- -	1 0.46%	6 1.52%	2 1.76%
Central	805 12.64%w	798 12.66%w	23 9.86%	175 15.66%Tnstw	54 12.55%	8 16.97%	113 10.92%	53 9.64%	81 13.58%w	64 14.78%tw	65 8.59%	23 18.46%ostw	20 16.63%w	70 16.63%Tnostw	13 12.35%
Granada	642 10.08%	634 10.07%	14 5.97%	109 9.79%	34 7.99%	2 3.63%	113 10.97%	55 10.00%	64 10.72%	47 10.84%	70 9.23%	15 11.66%	11 9.14%	31 7.44%	20 19.53%Tnopqrstuvwz
London	1198 18.81%ty	1180 18.72%ty	48 20.48%ty	218 19.52%ty	67 15.80%	18 36.61%Tnpqstuwyz A	216 20.95%ty	75 13.72%	109 18.18%y	102 23.51%TnqtyA	146 19.21%ty	26 20.22%y	12 9.76%	73 17.54%	13 12.24%
Meridian	608 9.54%pz	603 9.56%pz	21 9.04%	82 7.30%	40 9.50%z	3 6.18%	95 9.25%z	65 11.81%pz	55 9.24%z	42 9.57%z	106 13.92%Tnpsuz	9 7.18%	12 9.80%	19 4.63%	10 9.80%
STV	479 7.52%	478 7.58%	21 9.21%	75 6.69%	29 6.87%	5 10.93%	83 8.05%	55 10.09%Tpvz	53 8.90%	22 5.11%	56 7.37%	6 4.64%	11 9.10%	22 5.29%	10 10.01%
Tyne Tees	246 3.85%	241 3.83%	9 3.85%	45 4.02%	16 3.83%	1 1.72%	41 3.94%	24 4.36%	26 4.32%	18 4.24%	28 3.67%	4 2.84%	1 0.72%	12 2.79%	4 3.67%
Wales	305 4.78%s	303 4.81%s	11 4.89%	65 5.86%s	27 6.22%s	4 7.61%	32 3.07%	31 5.70%s	27 4.56%	13 2.95%	31 4.12%	9 7.33%s	3 2.76%	27 6.38%sv	6 5.98%
West	246 3.86%s	244 3.87%s	15 6.47%st	50 4.44%s	20 4.74%s	- -	25 2.39%	16 2.91%	20 3.27%	21 4.75%s	33 4.39%s	5 4.17%	6 5.14%	17 4.11%	6 5.61%
Westcountry	324 5.08%v	321 5.10%v	8 3.36%	62 5.58%v	18 4.12%	- -	40 3.91%	29 5.27%	30 4.96%	10 2.34%	42 5.52%v	8 6.59%v	13 11.08%Tnopqrs tuvw	28 6.79%sv	5 5.31%
Yorkshire	607 9.52%	598 9.48%	34 14.42%TnprstA	102 9.10%	60 14.05%TnprstA	1 1.55%	79 7.65%	45 8.14%	60 10.00%	42 9.66%	79 10.35%	18 13.80%s	14 11.75%	43 10.39%	5 5.01%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 282
Which of the following ITV regions do you live in?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
UTV	188 2.96%p	188 2.99%p	3 1.49%	19 1.67%	11 2.49%	- -	56 5.40%Tnopquv x	22 4.08%p	13 2.13%	9 2.07%	25 3.33%p	1 0.71%	2 1.47%	23 5.49%Tnopuv	1 0.88%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Anglia	659 10.34%	637 10.48%h	138 10.61%	36 12.74%	49 11.77%	- -	142 11.33%	78 12.96%h	119 8.68%	41 10.96%	- -	12 10.35%	3 5.61%	4 14.85%	369 10.75%s	34 7.76%	222 11.79%ps	26 15.15%ps	78 8.55%	122 11.14%	360 10.60%	124 9.55%	210 10.43%	427 10.40%
Border	64 1.01%hs	63 1.03%h	23 1.73%Tah	3 1.21%h	9 2.28%Tafh	- -	11 0.85%h	7 1.17%h	1 0.07%	4 1.05%h	- -	1 1.14%h	2 3.67%Tfh	- -	34 1.00%s	6 1.47%s	25 1.33%s	1 0.37%	2 0.19%	7 0.66%	39 1.14%	13 1.01%	18 0.87%	45 1.09%
Central	805 12.64%iv	774 12.73%i	142 10.94%	34 11.92%	51 12.25%	2 5.74%	182 14.59%bi	77 12.69%	224 16.38%Tabi	31 8.47%	- -	11 9.79%	6 9.74%	4 13.92%	462 13.44%	58 13.20%	239 12.69%	18 10.52%	143 15.78%T	162 14.72%v	463 13.64%Tv	115 8.85%	244 12.14%	529 12.88%
Granada	642 10.08%c	616 10.13%c	110 8.50%	16 5.60%	48 11.66%c	3 7.91%	134 10.76%c	90 14.84%Tabcfhi	152 11.13%c	26 7.01%	- -	20 17.33%Tabci	7 12.11%	3 9.08%	344 10.00%	44 10.07%	182 9.69%	15 8.89%	100 11.04%	110 9.98%	355 10.45%	109 8.36%	214 10.62%	415 10.11%
London	1198 18.81%adfquw	1120 18.43%df	217 16.71%d	69 24.18%Tabdfg	44 10.61%	14 42.80%	190 15.17%d	95 15.76%d	320 23.39%Tabdfg	68 18.35%d	- -	19 16.55%	13 21.78%d	5 18.42%	643 18.73%q	79 18.12%	294 15.59%	35 20.26%	228 25.14%Topq	227 20.67%u	556 16.38%	290 22.29%Tu	331 16.46%	798 19.43%w
Meridian	608 9.54%ot	585 9.61%	129 9.95%	20 7.13%	30 7.36%	2 6.98%	117 9.34%	55 9.11%	131 9.61%	45 12.00%	- -	15 13.47%	6 9.65%	1 1.98%	297 8.66%	33 7.53%	162 8.61%	11 6.27%	91 10.00%	79 7.15%	337 9.92%t	150 11.50%Tt	204 10.11%	378 9.20%
STV	479 7.52%t	464 7.64%	111 8.57%	13 4.71%	39 9.42%c	2 4.72%	102 8.19%	50 8.30%	93 6.83%	27 7.26%	- -	7 5.89%	4 6.84%	3 9.85%	254 7.41%	35 8.09%	148 7.85%	16 9.45%	53 5.88%	64 5.80%	258 7.59%	119 9.16%Tt	172 8.53%	290 7.05%
Tyne Tees	246 3.85%x	231 3.80%	45 3.44%	17 6.06%	15 3.66%	3 9.86%	44 3.48%	19 3.21%	56 4.13%	13 3.48%	- -	3 2.72%	5 9.24%Tabfg	2 7.75%	142 4.13%	19 4.43%	74 3.94%	7 4.16%	39 4.34%	53 4.78%v	140 4.13%	36 2.74%	105 5.19%Tx	137 3.35%
Wales	305 4.78%hs	298 4.90%h	75 5.80%h	21 7.32%h	36 8.62%Tafh	1 3.42%	52 4.18%h	36 6.00%h	33 2.44%	29 7.71%Tafh	- -	6 5.05%	2 3.34%	3 11.58%	172 5.02%s	20 4.55%s	120 6.36%Tos	10 5.80%s	20 2.22%	41 3.73%	171 5.05%	63 4.87%	93 4.63%	201 4.90%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
West	246 3.86%	228 3.76%	46 3.51%	15 5.40%d	8 1.97%	2 7.18%	47 3.78%	17 2.78%	54 3.92%	16 4.22%	- -	7 6.38%d	1 1.89%	1 4.39%	146 4.24%	27 6.26%Tq	67 3.59%	12 7.10%q	39 4.26%	50 4.59%	117 3.43%	56 4.27%	71 3.50%	164 4.00%
Westcountry	324 5.08%hv	314 5.16%h	88 6.78%Ta gh	15 5.29%	36 8.68%Ta fghi	1 4.49%	61 4.87%	21 3.46%	49 3.62%	17 4.47%	- -	7 5.84%	3 5.71%	2 8.20%	156 4.55%	22 4.99%	96 5.10%	3 1.78%	33 3.65%	45 4.12%	200 5.88%Tv	48 3.72%	96 4.78%	217 5.28%
Yorkshire	607 9.52%as v	564 9.28%	113 8.72%	22 7.74%	39 9.50%	2 6.91%	115 9.18%	47 7.77%	109 7.95%	43 11.64%	34 100.00%	6 4.87%	6 9.55%	- -	304 8.85%	42 9.54%	180 9.57%	13 7.89%	65 7.16%	124 11.28%v	327 9.63%v	93 7.17%	206 10.24%	370 9.01%
UTV	188 2.96%ht u	185 3.04%ch	62 4.74%Ta cgh	2 0.72%	9 2.22%	- -	54 4.29%Ta cgh	12 1.95%	25 1.85%	13 3.38%	- -	1 0.61%	1 0.87%	- -	111 3.23%s	17 3.99%s	73 3.89%Ts	4 2.37%	16 1.79%	15 1.38%	73 2.15%	85 6.51%Tt u	50 2.49%	136 3.31%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 284
Marital Status
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Single	2133 33.47%fghi loq	1075 34.60%	1045 32.23%	698 79.34%Tdef ghi	458 43.10%Tefg hi	309 31.31%ghi	321 29.29%ghi	188 20.51%hi	134 13.34%i	24 5.72%	614 35.43%l	714 39.75%Tjlm	290 22.40%	515 33.25%l	1328 37.63%To	804 28.31%	1806 35.12%Tq	327 26.59%
NET: Married/ Civil partnership/ co habiting	3397 53.33%bckm np	1733 55.75%Tb	1659 51.18%	163 18.58%	583 54.82%c	617 62.53%Tcdi	641 58.47%Tc	577 62.91%Tcdh i	582 57.86%Tc	234 55.42%c	933 53.83%km	806 44.89%	911 70.47%Tjkm	747 48.23%	1739 49.28%	1658 58.35%Tn	2661 51.75%	736 59.90%Tp
Married	2507 39.34%bcdk mnp	1305 41.98%Tb	1199 36.98%	95 10.77%	315 29.58%c	431 43.67%Tcd	471 42.97%Tcd	459 50.02%Tcde f	511 50.75%Tcde f	226 53.57%Tcde f	736 42.47%Tkm	569 31.65%	677 52.38%Tjkm	525 33.88%	1305 36.97%	1202 42.30%Tn	1944 37.80%	563 45.81%Tp
Civil Partnership	78 1.22%hkn	46 1.49%	31 0.96%	11 1.31%h	26 2.41%Tfghi	22 2.25%Tfghi	7 0.67%	8 0.84%	2 0.23%	1 0.19%	14 0.78%	12 0.65%	21 1.66%k	31 2.00%Tjk	25 0.71%	52 1.85%Tn	68 1.32%	10 0.79%
Co Habiting	813 12.76%chij n	382 12.28%	429 13.24%	57 6.50%i	243 22.83%Tcef ghi	164 16.61%Tcgh i	162 14.83%chi	111 12.05%chi	69 6.88%i	7 1.66%	183 10.58%	226 12.59%	212 16.43%Tjkm	191 12.35%	410 11.60%	404 14.21%Tn	650 12.63%	163 13.31%
NET: Widowed/ separated/ divorced	795 12.47%acdej l	273 8.80%	521 16.08%Ta	* 0.05%	9 0.83%c	47 4.75%cd	134 12.21%cde	151 16.47%Tcde f	290 28.80%Tcde fg	164 38.86%Tcde fgh	177 10.20%l	256 14.25%Tjl	85 6.58%	277 17.88%Tjkl	433 12.26%	362 12.74%	635 12.34%	160 13.02%
Widowed	227 3.57%acdef l	61 1.97%	166 5.12%Ta	- -	* 0.04%	7 0.75%cd	15 1.37%cd	27 2.90%cdef	91 9.01%Tcde fg	87 20.68%Tcdef gh	52 2.97%l	83 4.60%Tjl	20 1.52%	73 4.74%Tjl	134 3.80%	93 3.28%	183 3.56%	44 3.61%
Separated	87 1.37%cd	44 1.40%	44 1.35%	* 0.05%	5 0.45%	14 1.43%cd	21 1.91%cd	21 2.34%Tcd	21 2.10%cd	5 1.08%c	23 1.33%	23 1.30%	15 1.17%	26 1.68%	46 1.31%	41 1.45%	68 1.33%	19 1.55%
Divorced	480 7.53%acdej l	168 5.42%	312 9.61%Ta	- -	4 0.34%	25 2.56%cd	98 8.93%cde	103 11.24%Tcde	178 17.69%Tcde fg	72 17.10%Tcdef g	102 5.89%l	150 8.35%jl	50 3.89%	177 11.46%Tjkl	252 7.14%	228 8.02%	383 7.46%	96 7.85%
Prefer not to answer	46 0.73%fgh	26 0.85%	17 0.51%	18 2.03%Tfghi	13 1.25%fghi	14 1.41%Tfghi	* 0.03%	1 0.11%	- -	- -	9 0.55%	20 1.11%	7 0.55%	10 0.64%	29 0.83%	17 0.60%	40 0.79%	6 0.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 285
Marital Status
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Single	2133 33.47%dlpq	1795 33.58%d	204 38.44%Td	95 31.39%d	38 19.95%	204 38.44%Tfijlnp	73 28.63%	243 34.51%lp	173 33.36%p	172 30.85%p	139 30.47%p	95 31.39%p	166 27.68%	382 45.45%Tefghijklnop	273 31.35%p	174 32.05%p	38 19.95%	1647 30.15%	460 54.22%Tq
NET: Married/ Civil partnership/ co habiting	3397 53.33%bemr	2846 53.24%b	248 46.75%	175 57.84%b	128 66.83%Tabc	248 46.75%	146 57.74%em	379 53.85%em	289 55.68%em	330 59.35%Tem	243 53.17%m	175 57.84%em	344 57.45%em	355 42.26%	464 53.20%m	295 54.22%em	128 66.83%Tghjlmno	3029 55.44%Tr	341 40.15%
Married	2507 39.34%bemr	2096 39.21%b	177 33.25%	126 41.79%b	107 56.02%Tabc	177 33.25%	103 40.61%m	293 41.60%em	202 38.99%m	263 47.31%Tehjlmno	172 37.61%	126 41.79%em	241 40.22%em	270 32.12%	346 39.65%em	206 37.91%	107 56.02%Tefghjklmno	2222 40.67%Tr	271 31.87%
Civil Partnership	78 1.22%q	68 1.27%	7 1.26%	2 0.70%	1 0.36%	7 1.26%	3 1.34%	12 1.70%	6 1.24%	6 1.16%	3 0.76%	2 0.70%	2 0.42%	18 2.18%Tl	11 1.25%	5 0.86%	1 0.36%	56 1.03%	21 2.48%Tq
Co Habiting	813 12.76%mr	682 12.75%	65 12.24%	46 15.36%	20 10.45%	65 12.24%m	40 15.80%m	74 10.56%	80 15.45%gm	61 10.88%	68 14.81%m	46 15.36%m	101 16.82%Tgimn	67 7.95%	107 12.30%m	84 15.46%gm	20 10.45%	751 13.75%Tr	49 5.81%
NET: Widowed/ separated/ divorced	795 12.47%ir	660 12.34%	78 14.62%	33 10.76%	25 12.92%	78 14.62%i	34 13.51%	80 11.38%	56 10.85%	52 9.40%	66 14.36%i	33 10.76%	82 13.62%	89 10.59%	131 15.04%im	69 12.74%	25 12.92%	756 13.83%Tr	38 4.48%
Widowed	227 3.57%r	193 3.62%	15 2.88%	11 3.74%	7 3.79%	15 2.88%	10 4.02%	26 3.64%	17 3.29%	15 2.77%	18 4.01%	11 3.74%	20 3.39%	31 3.65%	34 3.92%	22 3.98%	7 3.79%	219 4.00%Tr	9 1.00%
Separated	87 1.37%	74 1.39%	9 1.70%	1 0.40%	3 1.43%	9 1.70%	4 1.47%	10 1.42%	8 1.63%	7 1.21%	8 1.85%	1 0.40%	6 1.05%	11 1.32%	11 1.27%	9 1.58%	3 1.43%	76 1.40%	11 1.27%
Divorced	480 7.53%r	392 7.33%	53 10.04%	20 6.63%	15 7.71%	53 10.04%ghim	20 8.01%	45 6.32%	31 5.93%	30 5.43%	39 8.50%	20 6.63%	55 9.18%im	47 5.62%	86 9.84%Tghim	39 7.19%	15 7.71%	461 8.43%Tr	19 2.21%
Prefer not to answer	46 0.73%q	45 0.84%	1 0.20%	- -	1 0.30%	1 0.20%	* 0.12%	2 0.26%	1 0.11%	2 0.40%	9 2.00%Teghikn	- -	7 1.25%	14 1.70%Teghkn	4 0.41%	5 0.98%	1 0.30%	32 0.58%	10 1.15%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 286
Marital Status
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Single	2133 33.47%af	1644 31.15%f	405 31.40%f	103 41.75%Tabdfgh	107 29.04%	21 50.60%	296 26.56%	177 32.23%f	320 31.14%	120 36.17%f	3 10.64%	32 32.42%	21 41.33%f	2 9.45%
NET: Married/ Civil partnership/ co habiting	3397 53.33%l	2924 55.41%Tgl	696 53.98%l	125 50.86%	212 57.29%l	18 43.39%	685 61.38%Tabcghl	276 50.17%	577 56.11%l	182 55.06%l	22 82.46%	51 51.52%	19 37.45%	12 44.97%
Married	2507 39.34%g	2232 42.29%Tgi	570 44.25%Tcgi	89 36.18%	157 42.43%g	15 35.92%	538 48.23%Tacgikl	188 34.15%	452 43.89%Tgi	114 34.63%	16 60.79%	36 36.10%	16 31.55%	7 24.68%
Civil Partnership	78 1.22%	70 1.32%	11 0.83%	6 2.24%	5 1.27%	1 2.14%	18 1.65%	9 1.64%	8 0.75%	12 3.54%Tabh	- -	1 0.70%	- -	- -
Co Habiting	813 12.76%ab	623 11.80%b	115 8.90%	31 12.44%	50 13.59%b	2 5.33%	128 11.50%	79 14.38%b	118 11.48%	56 16.89%abfh	6 21.67%	15 14.72%	3 5.90%	5 20.29%
NET: Widowed/ separated/ divorced	795 12.47%ci	679 12.87%ci	179 13.92%ci	18 7.16%	50 13.45%c	3 6.01%	127 11.39%	93 16.98%Tacfhi	125 12.20%	26 7.95%	2 6.90%	16 16.06%ci	11 21.22%cfi	12 45.58%
Widowed	227 3.57%ci	206 3.91%Tci	44 3.43%c	1 0.60%	16 4.40%ci	1 1.69%	39 3.51%c	25 4.62%ci	54 5.20%Tci	4 1.10%	- -	6 6.15%ci	3 6.71%ci	4 15.89%
Separated	87 1.37%	70 1.33%	21 1.62%	1 0.53%	9 2.55%	1 1.70%	12 1.09%	7 1.30%	13 1.27%	2 0.59%	- -	2 2.19%	- -	1 2.26%
Divorced	480 7.53%h	403 7.64%h	114 8.86%h	15 6.03%	24 6.49%	1 2.61%	76 6.79%	61 11.06%Tadfhi	59 5.73%	21 6.26%	2 6.90%	8 7.72%	7 14.51%fh	7 27.43%
Prefer not to answer	46 0.73%a	30 0.56%	9 0.71%	1 0.23%	1 0.22%	- -	7 0.67%	3 0.62%	6 0.55%	3 0.82%	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 287
Marital Status
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Single	2133 33.47%otz	2113 33.52%otz	61 26.30%	373 33.42%tz	196 45.89%Tnopstuvwxz	16 31.73%	320 31.02%z	150 27.29%	216 36.04%otz	148 33.92%z	276 36.26%ostz	39 30.39%	45 38.01%otz	101 24.19%	37 36.36%z
NET: Married/ Civil partnership/ co habiting	3397 53.33%q	3363 53.35%q	141 60.54%quy	592 52.98%q	191 44.85%	29 58.05%	554 53.63%q	311 56.54%q	298 49.74%	229 52.57%	413 54.20%q	78 61.74%qu	56 47.63%	260 62.25%Tnpqsuvwy	52 51.12%
Married	2507 39.34%qu	2482 39.37%qu	122 52.62%Tnpqsuvwyv	433 38.76%q	120 28.25%	22 44.31%	389 37.72%q	250 45.52%Tnpqsuw	209 34.82%	179 41.13%q	297 39.01%q	54 42.66%q	42 35.71%	213 50.96%Tnpqsuvwyv	38 36.60%
Civil Partnership	78 1.22%	77 1.21%	3 1.22%	7 0.64%	5 1.16%	1 1.35%	10 1.00%	2 0.35%	13 2.13%pt	10 2.31%pt	11 1.40%	* 0.35%	- -	9 2.20%pt	- -
Co Habiting	813 12.76%oz	805 12.76%oz	16 6.70%	152 13.58%ovz	66 15.43%ovz	6 12.40%	154 14.92%otvz	59 10.66%	77 12.79%o	40 9.13%	105 13.78%ovz	24 18.73%otvz	14 11.93%	38 9.09%	15 14.52%
NET: Widowed/ separated/ divorced	795 12.47%w	783 12.43%w	31 13.17%	142 12.74%	38 8.98%	3 5.90%	148 14.38%qw	87 15.87%Tnqwx	80 13.31%	53 12.27%	72 9.43%	10 7.87%	17 14.07%	52 12.46%	13 12.51%
Widowed	227 3.57%w	221 3.51%w	10 4.31%	36 3.25%	11 2.47%	- -	29 2.81%	31 5.60%TnqswA	24 4.03%	21 4.76%w	16 2.10%	3 2.05%	8 6.37%wA	20 4.82%w	- -
Separated	87 1.37%	87 1.39%	7 3.01%pz	11 0.99%	5 1.18%	1 2.73%	20 1.95%	7 1.20%	13 2.09%	3 0.80%	9 1.16%	1 0.91%	1 0.53%	3 0.69%	4 3.44%
Divorced	480 7.53%	475 7.53%	14 5.85%	95 8.50%	23 5.33%	2 3.18%	99 9.62%Tnqw	50 9.07%	43 7.19%	29 6.70%	47 6.17%	6 4.91%	8 7.18%	29 6.95%	9 9.07%
Prefer not to answer	46 0.73%n	44 0.69%	- -	10 0.86%	1 0.29%	2 4.31%Tnoqtw	10 0.97%w	2 0.30%	5 0.90%	5 1.25%w	1 0.11%	- -	* 0.28%	5 1.09%w	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Single	2133 33.47%a bfoqu	1947 32.03%b f	380 29.30%	109 38.49%a bf	131 31.61%	16 48.91%	348 27.85%	192 31.66%	464 33.97%b f	137 36.95%b f	7 19.56%	39 34.85%	28 47.85%Ta bdfgh	2 9.00%	1025 29.85%q	145 33.29%	524 27.82%	53 31.07%	291 32.05%	432 39.30%T u	928 27.33%	500 38.40%T u	683 33.95%	1345 32.76%
NET: Married/ Civil partnership/ co habiting	3397 53.33%l tw	3326 54.71%T l	736 56.73%T l	141 49.74%	224 54.32%l	11 33.43%	752 60.19%T acghil	311 51.41%l	736 53.85%l	198 53.29%l	26 75.14%	58 50.99%	20 35.16%	14 49.79%	2028 59.04%T	256 58.70%T	1144 60.79%T	96 56.15%	511 56.24%	501 45.61%	1969 58.00%T tv	694 53.28%t	986 48.97%	2297 55.95%Tw
Married	2507 39.34%g tvw	2462 40.49%T g	578 44.50%T agikl	109 38.33%	164 39.62%	9 27.75%	577 46.20%T acdghik l	201 33.13%	551 40.29%g	131 35.22%	18 51.75%	36 32.13%	17 29.64%	6 22.02%	1567 45.62%T	206 47.25%T	875 46.48%T	69 40.25%	403 44.41%T	370 33.69%	1512 44.56%T tv	446 34.23%	732 36.33%	1691 41.19%Tw
Civil Partnership	78 1.22%	73 1.20%	12 0.95%	3 1.11%	4 1.07%	- -	24 1.95%Ta h	16 2.65%Ta bhi	9 0.69%	2 0.56%	- -	1 0.61%	- -	- -	60 1.76%T	7 1.52%	35 1.87%T	6 3.27%T	13 1.42%	19 1.70%	43 1.26%	9 0.72%	20 1.00%	51 1.25%
Co Habiting	813 12.76%o t	791 13.01%T	146 11.28%	29 10.30%	56 13.63%	2 5.68%	151 12.04%	95 15.63%b l	176 12.87%	65 17.51%T abcfl	8 23.39%	21 18.24%l	3 5.52%	8 27.77%	401 11.67%	43 9.94%	234 12.44%	22 12.63%	94 10.41%	112 10.23%	414 12.19%	239 18.33%T tu	234 11.63%	555 13.51%T
NET: Widowed/ separated/ divorced	795 12.47%o pqvx	769 12.64%	172 13.22%	30 10.62%	57 13.87%	6 17.66%	142 11.33%	99 16.29%T afhi	156 11.40%	36 9.68%	2 5.30%	16 14.16%	10 16.99%	11 41.21%	356 10.36%	35 8.01%	194 10.33%	22 12.77%	101 11.07%	159 14.47%v	489 14.42%Tv	108 8.31%	336 16.68%T x	447 10.88%
Widowed	227 3.57%iq vx	221 3.63%i	45 3.45%i	6 2.09%	20 4.78%i	1 2.22%	40 3.16%	25 4.21%i	60 4.41%i	4 0.98%	- -	5 4.28%i	3 4.29%	4 15.15%	115 3.36%q	9 2.13%	50 2.65%	7 4.25%	47 5.23%To pq	28 2.57%	155 4.58%Tt v	27 2.08%	110 5.45%Tx	116 2.82%
Separated	87 1.37%	82 1.35%	21 1.60%	2 0.63%	10 2.38%	1 2.23%	13 1.05%	7 1.18%	20 1.47%	3 0.77%	- -	1 0.87%	- -	1 4.48%	38 1.11%	6 1.27%	23 1.20%	* 0.16%	9 0.97%	23 2.14%v	52 1.53%	10 0.79%	33 1.66%	54 1.32%
Divorced	480 7.53%ho psvx	465 7.66%h	106 8.17%h	22 7.89%	28 6.71%	4 13.22%	89 7.11%	66 10.90%Ta dfh	75 5.52%	29 7.92%	2 5.30%	10 9.02%	7 12.69%h	6 21.58%	202 5.89%	20 4.62%	122 6.48%	14 8.37%	44 4.88%	107 9.77%Tv	282 8.31%Tv	71 5.44%	193 9.57%Tx	277 6.74%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Prefer not to answer	46 0.73%au vx	38 0.62%	10 0.75%	3 1.15%	1 0.20%	-	8 0.64%	4 0.64%	11 0.78%	* 0.09%	-	-	-	-	26 0.75%	-	20 1.06%	-	6 0.63%	7 0.61%v	8 0.24%	-	8 0.41%	17 0.42%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Glasgow	249 3.91%g	138 4.43%	112 3.45%	33 3.74%	37 3.50%	38 3.82%	64 5.80%Tdg	23 2.53%	41 4.06%	14 3.31%	54 3.11%	83 4.64%j	44 3.42%	68 4.38%	137 3.89%	112 3.94%	199 3.88%	50 4.07%
Edinburgh	242 3.80%	128 4.12%	112 3.46%	28 3.16%	43 4.07%	36 3.63%	50 4.55%	30 3.32%	43 4.24%	12 2.86%	71 4.13%	73 4.06%	42 3.23%	56 3.59%	144 4.09%	97 3.43%	203 3.95%	39 3.17%
Newcastle	269 4.23%	146 4.69%	123 3.79%	37 4.17%	34 3.15%	40 4.07%	45 4.13%	42 4.59%	52 5.15%	20 4.65%	67 3.86%	79 4.39%	54 4.19%	69 4.47%	146 4.13%	123 4.34%	212 4.11%	58 4.69%
Leeds	250 3.93%	122 3.93%	128 3.95%	43 4.86%	41 3.85%	29 2.94%	48 4.35%	39 4.20%	34 3.41%	17 3.99%	64 3.67%	74 4.14%	61 4.73%	51 3.29%	138 3.91%	112 3.94%	199 3.87%	51 4.15%
Hull	105 1.66%	54 1.72%	52 1.60%	15 1.67%	14 1.30%	20 2.06%	20 1.80%	15 1.65%	12 1.18%	10 2.34%	25 1.43%	26 1.43%	25 1.95%	30 1.92%	50 1.43%	55 1.93%	82 1.59%	24 1.92%
Sheffield	192 3.01%np	83 2.68%	108 3.35%	25 2.86%	32 3.02%	38 3.87%	29 2.67%	32 3.47%	27 2.68%	8 1.96%	41 2.35%	49 2.72%	36 2.81%	66 4.26%Tjk	90 2.54%	102 3.60%Tn	141 2.74%	51 4.15%Tp
Manchester	483 7.59%nq	231 7.42%	252 7.77%	65 7.44%	87 8.17%	84 8.53%	73 6.70%	78 8.46%	69 6.87%	27 6.37%	112 6.46%	131 7.27%	95 7.33%	146 9.44%Tj	243 6.87%	241 8.48%Tn	424 8.25%Tq	59 4.83%
Liverpool	257 4.04%o	129 4.14%	126 3.89%	42 4.74%	44 4.13%	36 3.64%	36 3.29%	38 4.12%	40 3.99%	22 5.15%	89 5.12%Tlm	73 4.04%	44 3.39%	52 3.37%	161 4.57%To	96 3.38%	219 4.26%	38 3.11%
Nottingham	278 4.36%jp	137 4.42%	140 4.33%	37 4.21%	46 4.30%	38 3.88%	41 3.72%	46 5.04%	51 5.04%	19 4.45%	55 3.17%	91 5.07%j	61 4.71%	71 4.57%	146 4.14%	132 4.63%	208 4.05%	69 5.66%Tp
Birmingham	512 8.04%egkq	234 7.54%	274 8.46%	103 11.71%Tefg hi	107 10.04%Teghi	61 6.14%	92 8.36%	57 6.17%	70 6.94%	24 5.65%	161 9.28%km	119 6.64%	128 9.91%Tkm	104 6.72%	280 7.93%	232 8.17%	454 8.83%Tq	58 4.74%
Norwich	266 4.17%cjnp	116 3.73%	150 4.62%	13 1.51%	51 4.81%c	40 4.07%c	54 4.96%c	46 5.01%c	38 3.75%c	23 5.47%c	47 2.70%	67 3.75%	61 4.74%j	90 5.84%Tjk	114 3.23%	152 5.34%Tn	153 2.98%	112 9.14%Tp
Milton Keynes	185 2.91%	80 2.57%	106 3.26%	17 1.93%	35 3.25%	43 4.40%Tcg	29 2.61%	20 2.20%	30 3.01%	11 2.68%	52 2.97%	51 2.85%	40 3.06%	43 2.78%	103 2.91%	83 2.91%	142 2.76%	43 3.52%
Brighton	149 2.34%	79 2.55%	69 2.12%	11 1.26%	22 2.09%	18 1.82%	29 2.64%	29 3.16%c	25 2.46%	15 3.54%c	43 2.46%	33 1.82%	38 2.96%	35 2.27%	75 2.14%	73 2.58%	120 2.34%	29 2.33%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Oxford	95 1.49%p	47 1.52%	47 1.46%	21 2.33%h	16 1.47%	13 1.34%	15 1.37%	13 1.44%	9 0.85%	8 2.01%	25 1.45%	32 1.76%	14 1.08%	24 1.55%	57 1.60%	38 1.34%	58 1.14%	36 2.94%Tp
London	1466 23.01%fmoq	704 22.67%	756 23.33%	242 27.56%Tfg	247 23.20%	245 24.83%f	216 19.74%	191 20.78%	231 22.94%	94 22.34%	455 26.25%Tlm	416 23.16%	275 21.25%	320 20.69%	871 24.68%To	595 20.95%	1342 26.09%Tq	125 10.14%
Southampton	235 3.69%l	114 3.65%	120 3.71%	30 3.38%	43 4.06%	45 4.53%	37 3.41%	29 3.12%	29 2.93%	22 5.16%	67 3.86%	78 4.32%l	34 2.64%	56 3.63%	145 4.09%	90 3.18%	200 3.89%	35 2.81%
Bristol	250 3.93%m	126 4.06%	124 3.83%	45 5.16%	44 4.13%	33 3.38%	52 4.72%	29 3.12%	34 3.38%	13 3.14%	64 3.71%	83 4.61%m	63 4.85%m	40 2.61%	147 4.17%	103 3.63%	189 3.67%	62 5.01%
Plymouth	204 3.21%jp	104 3.33%	100 3.07%	23 2.64%	29 2.69%	29 2.89%	33 2.97%	34 3.66%	43 4.30%	14 3.42%	40 2.33%	66 3.67%j	33 2.59%	64 4.16%j	106 3.01%	98 3.45%	148 2.88%	56 4.57%Tp
Cardiff	228 3.57%p	117 3.76%	108 3.32%	27 3.08%	44 4.12%	34 3.46%	52 4.73%g	24 2.59%	32 3.22%	15 3.48%	63 3.66%	58 3.21%	52 4.00%	55 3.55%	121 3.43%	107 3.75%	155 3.01%	73 5.94%Tp
Belfast	191 3.00%clmop	98 3.16%	93 2.86%	8 0.88%	31 2.93%c	29 2.94%c	40 3.66%c	43 4.73%Tci	33 3.29%c	7 1.57%	88 5.10%Tklm	54 2.99%m	25 1.92%	24 1.57%	142 4.02%To	49 1.73%	128 2.50%	63 5.10%Tp
None of these	264 4.14%cdjnp	121 3.91%	142 4.38%	15 1.70%	18 1.71%	37 3.75%cd	42 3.81%cd	61 6.63%Tcdef	64 6.33%Tcdef	27 6.44%Tcde	51 2.92%	62 3.48%	68 5.24%jk	83 5.35%Tjk	113 3.20%	151 5.30%Tn	165 3.21%	98 8.01%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Glasgow	249 3.91%acdfghijklmnopr	2 0.03%	248 46.64%Tacd	- -	- -	248 46.64%Tfghijklmnop	- -	2 0.23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	228 4.18%Tr	17 2.03%
Edinburgh	242 3.80%acdfghijklmnopr	1 0.02%	241 45.33%Tacd	- -	- -	241 45.33%Tfghijklmnop	- -	1 0.16%	- -	- -	- -	- -	- -	- -	- -	- -	- -	223 4.08%Tr	18 2.09%
Newcastle	269 4.23%bcdehijklmnopr	267 5.00%Tbcd	2 0.33%	- -	- -	2 0.33%	238 93.95%Teghijklmnop	24 3.37%ehijklmnop	5 1.05%ilmno	- -	- -	- -	- -	- -	- -	- -	- -	251 4.60%Tr	18 2.08%
Leeds	250 3.93%bcdefgijklmnop	250 4.68%Tbcd	- -	- -	- -	- -	2 0.98%ilno	2 0.26%	243 46.84%Tefgijklmnop	- -	- -	- -	- -	3 0.31%	- -	- -	- -	204 3.74%	42 5.00%
Hull	105 1.66%bceiklmnor	105 1.97%Tbc	- -	- -	- -	- -	3 1.24%eilmno	5 0.76%mn	91 17.47%Tefgijklmnop	- -	6 1.37%eilmno	- -	- -	- -	- -	- -	- -	100 1.83%Tr	5 0.61%
Sheffield	192 3.01%bcdegiklmnopr	192 3.59%Tbcd	- -	- -	- -	- -	2 0.64%mn	- -	144 27.74%Tefgijklmnop	1 0.14%	45 9.93%Tefgiklmnop	- -	- -	- -	- -	- -	- -	180 3.30%Tr	11 1.35%
Manchester	483 7.59%bcdefhjklmnopq	479 8.95%Tbcd	- -	5 1.65%b	- -	- -	1 0.24%	436 61.93%Tefhijklmnop	8 1.46%elmno	30 5.45%efhjklmnop	3 0.68%mn	5 1.65%elmno	1 0.10%	- -	- -	- -	- -	394 7.22%	83 9.80%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Liverpool	257 4.04%bd efhijlm nop	218 4.08%bd	- -	39 12.93%Tabd	- -	- -	2 0.98%n	202 28.62%Tefh ijklmnop	2 0.35%	3 0.46%	3 0.73%n	39 12.93%Tefh ijlmnop	1 0.11%	4 0.52%	- -	1 0.24%	- -	228 4.18%	25 2.90%
Nottingham	278 4.36%bc defghik lmnop	277 5.18%Tbcd	1 0.11%	- -	- -	1 0.11%	- -	1 0.16%	2 0.36%	9 1.64%egm no	252 55.18%Tefghik lmnop	- -	13 2.10%efghkmn o	- -	- -	- -	- -	239 4.37%	38 4.43%
Birmingham	512 8.04%bc defghkl mnopq	508 9.49%Tbcd	- -	5 1.54%b	- -	- -	- -	2 0.23%	1 0.21%	474 85.18%Tefg hjklmnop	26 5.67%efgh klmnop	5 1.54%eglmn	- -	- -	- -	5 0.95%lmn	- -	393 7.20%	116 13.61%Tq
Norwich	266 4.17%bc defghij kmnopr	266 4.97%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	6 1.32%eghimo	- -	255 42.49%Tefghij kmnop	- -	5 0.58%	- -	- -	259 4.73%Tr	6 0.70%
Milton Keynes	185 2.91%bc defghik mop	185 3.47%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	75 16.41%Tefghik lmnop	- -	66 11.09%Tefg hikmnop	1 0.09%	40 4.64%Tefg hikmop	3 0.48%	- -	169 3.10%	16 1.88%
Brighton	149 2.34%bc efghijk lmor	149 2.78%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* 0.06%	148 17.02%Tefghij klmop	- -	- -	137 2.51%Tr	9 1.05%
Oxford	95 1.49%be ghijlmr	95 1.77%Tbc	- -	- -	- -	- -	- -	- -	- -	1 0.19%	- -	- -	1 0.17%	2 0.24%	83 9.53%Tefg hijklmop	7 1.37%eghjlm	- -	91 1.66%Tr	3 0.41%
London	1466 23.01%b cdefghi jkopq	1466 27.43%Tbcd	- -	- -	- -	- -	2 0.98%	4 0.51%	12 2.33%egij ko	1 0.19%	1 0.13%	- -	224 37.41%Tef ghijkop	830 98.73%Tef ghijklnop	391 44.88%Tefg hijklop	1 0.27%	- -	1085 19.86%	363 42.70%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Southampton	235 3.69%bc defghij klmpr	235 4.39%Tbcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	173 19.88%Tef ghijklmop	62 11.32%Tefghij klmp	- -	220 4.03%Tr	10 1.13%
Bristol	250 3.93%bd efghijl mnp	243 4.54%Tbd	- -	7 2.44%b	- -	- -	- -	- -	- -	3 0.61%	- -	7 2.44%efghijl mn	- -	* 0.06%	- -	239 43.94%Tefghij klmnp	- -	227 4.15%T	23 2.76%
Plymouth	204 3.21%bc defghij klmnp	204 3.81%Tbcd	- -	* 0.13%	- -	- -	- -	- -	2 0.29%	- -	- -	* 0.13%	- -	- -	- -	202 37.18%Tefghij klmnp	- -	187 3.43%T	16 1.90%
Cardiff	228 3.57%ab defghij lmnopr	8 0.15%	- -	220 72.66%Tabd	- -	- -	- -	- -	- -	5 0.92%glmn	- -	220 72.66%Tefghij lmnop	- -	- -	- -	3 0.51%	- -	209 3.82%Tr	16 1.94%
Belfast	191 3.00%abcef ghijklmnor	- -	- -	- -	191 100.00%Tabc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	191 100.00%Tefg hijklmno	187 3.42%Tr	2 0.19%
None of these	264 4.14%ad fhmpr	197 3.69%d	40 7.59%Tad	26 8.65%Tad	- -	40 7.59%Tfgh mnop	3 1.00%m	27 3.77%mp	10 1.90%m	29 5.22%fhmp	39 8.59%Tfgh mnop	26 8.65%Tfgh mnop	39 6.53%Tfhmnp	- -	30 3.48%mp	20 3.74%mp	- -	251 4.59%Tr	12 1.44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Glasgow	249 3.91%	211 4.00%	58 4.46%	7 2.77%	14 3.83%	- -	41 3.71%	24 4.34%	45 4.37%	18 5.33%	- -	1 0.51%	2 4.49%	- -
Edinburgh	242 3.80%h	196 3.71%h	52 4.00%h	10 3.95%	17 4.66%h	* 0.91%	47 4.25%h	20 3.56%	22 2.13%	17 5.21%h	- -	3 3.46%	2 3.50%	3 10.33%
Newcastle	269 4.23%	225 4.27%	54 4.22%	21 8.34%Tabfghi	16 4.27%	1 2.74%	41 3.63%	21 3.85%	46 4.50%	11 3.48%	- -	3 3.16%	7 13.26%Tabdfghi k	2 5.89%
Leeds	250 3.93%	204 3.87%	44 3.39%	5 2.11%	11 2.93%	4 9.22%	58 5.18%Tag	13 2.41%	44 4.29%	15 4.45%	- -	2 1.80%	3 5.07%	1 2.24%
Hull	105 1.66%abf	77 1.46%f	12 0.96%	2 0.88%	1 0.37%	- -	6 0.58%	7 1.24%	12 1.19%	5 1.56%	26 100.00%	1 0.66%	3 4.93%bdfh	- -
Sheffield	192 3.01%h	153 2.91%h	34 2.64%	8 3.23%	15 4.19%h	- -	42 3.73%h	22 3.92%h	18 1.73%	10 3.16%	- -	1 1.45%	- -	- -
Manchester	483 7.59%b	402 7.62%b	75 5.84%	13 5.13%	31 8.27%	9 20.53%	87 7.84%	55 10.02%Tb	77 7.51%	28 8.39%	- -	18 18.54%Tabcdfgh i	4 8.57%	2 6.97%
Liverpool	257 4.04%	215 4.08%	45 3.51%	11 4.30%	15 4.19%	2 4.75%	43 3.84%	32 5.82%bh	33 3.20%	21 6.40%h	- -	7 6.76%	2 4.50%	* 1.84%
Nottingham	278 4.36%	226 4.28%	52 4.07%	8 3.34%	20 5.38%	- -	44 3.99%	19 3.55%	60 5.81%Ta	15 4.68%	- -	1 1.13%	4 7.41%	- -
Birmingham	512 8.04%i	439 8.33%i	92 7.15%i	17 6.88%	26 6.99%	2 5.75%	115 10.29%Tabi	42 7.69%i	122 11.82%Tabdgikl	12 3.50%	- -	4 3.98%	1 1.53%	4 16.84%
Norwich	266 4.17%h	233 4.41%h	62 4.82%hi	16 6.34%hi	27 7.19%Tahi	- -	64 5.75%Tahi	29 5.25%hi	21 2.01%	6 1.87%	- -	5 4.67%	1 2.16%	1 2.27%
Milton Keynes	185 2.91%	147 2.78%	27 2.11%	5 2.23%	9 2.52%	1 1.59%	26 2.34%	27 4.89%Tabfh	24 2.35%	25 7.50%Tabcdfhk	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Brighton	149 2.34%	129 2.45%	37 2.89%	4 1.74%	6 1.53%	2 4.25%	23 2.07%	19 3.45%h	15 1.51%	14 4.31%Th	- -	- -	1 2.51%	3 9.93%
Oxford	95 1.49%	80 1.52%	35 2.73%Tafgh	4 1.43%	6 1.53%	- -	14 1.23%	4 0.78%	9 0.85%	4 1.08%	- -	3 2.72%	1 1.03%	- -
London	1466 23.01%d	1221 23.13%d	273 21.14%	66 26.62%d	59 15.93%	14 33.87%	236 21.16%	115 20.85%	313 30.43%Tabdfgi	68 20.49%	- -	25 25.11%	11 21.74%	4 15.02%
Southampton	235 3.69%c	183 3.46%	51 3.99%c	2 0.87%	11 2.94%	2 5.42%	30 2.71%	14 2.55%	51 4.96%acfg	9 2.58%	- -	5 5.48%c	1 1.01%	* 1.25%
Bristol	250 3.93%fg	194 3.68%	59 4.58%fg	14 5.65%fg	10 2.79%	3 6.54%	30 2.72%	12 2.17%	31 3.05%	17 5.00%	- -	5 5.04%	- -	3 11.96%
Plymouth	204 3.21%	159 3.00%	50 3.90%h	4 1.79%	17 4.49%hi	2 4.42%	36 3.25%	17 3.08%	21 2.08%	4 1.30%	- -	4 3.71%	3 5.21%	- -
Cardiff	228 3.57%	201 3.81%h	47 3.67%	19 7.72%Tabfh	23 6.24%Tafh	- -	36 3.21%	30 5.45%Th	24 2.36%	14 4.36%	- -	3 2.57%	2 3.81%	1 4.43%
Belfast	191 3.00%ch	163 3.09%ch	63 4.89%Tacdgh	1 0.43%	7 1.80%	- -	45 4.07%cgh	10 1.79%	19 1.86%	12 3.61%c	- -	1 0.70%	1 1.00%	- -
None of these	264 4.14%h	218 4.14%h	65 5.04%hi	10 4.25%	29 7.96%Tafghi	- -	50 4.47%h	18 3.35%	21 2.00%	6 1.75%	- -	9 8.57%ghi	4 8.27%hi	3 11.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Glasgow	249 3.91%	248 3.93%	9 3.72%	40 3.62%	18 4.21%	1 1.17%	42 4.04%	21 3.88%	33 5.57%	16 3.57%	33 4.28%	3 2.14%	6 5.41%	12 2.92%	3 2.99%
Edinburgh	242 3.80%v	240 3.81%v	11 4.94%v	36 3.22%	16 3.71%v	2 3.99%	50 4.86%v	33 5.98%Tnpv	22 3.62%v	5 1.17%	26 3.48%v	3 2.50%	4 3.69%	13 3.03%	3 3.41%
Newcastle	269 4.23%	266 4.22%	10 4.09%	55 4.90%	18 4.19%	1 1.72%	48 4.64%	25 4.60%	24 4.02%	21 4.83%	26 3.46%	4 2.84%	1 1.18%	12 2.91%	5 4.82%
Leeds	250 3.93%	245 3.88%	6 2.77%	37 3.31%	35 8.18%TnopstvwA	- -	29 2.79%	14 2.58%	34 5.60%st	17 3.82%	30 3.92%	7 5.13%	5 3.96%	22 5.25%s	1 1.09%
Hull	105 1.66%	105 1.67%	3 1.35%	20 1.76%	7 1.75%	- -	11 1.04%	11 1.98%	14 2.27%	5 1.08%	19 2.50%s	3 2.15%	- -	7 1.67%	1 0.97%
Sheffield	192 3.01%	192 3.04%	11 4.68%	36 3.23%	15 3.52%	1 1.55%	25 2.40%	15 2.77%	13 2.18%	14 3.25%	31 4.06%	6 4.99%	6 4.83%	11 2.56%	3 3.10%
Manchester	483 7.59%	478 7.59%	13 5.42%	81 7.21%	31 7.18%	1 2.34%	77 7.48%	43 7.84%	53 8.79%	31 7.01%	64 8.41%	15 12.09%z	9 7.91%	24 5.77%	13 12.92%oz
Liverpool	257 4.04%	253 4.02%	9 4.09%	47 4.17%	15 3.51%	3 5.23%	44 4.29%	19 3.39%	18 3.04%	21 4.76%	20 2.69%	4 2.82%	4 3.09%	17 4.01%	3 2.85%
Nottingham	278 4.36%	275 4.36%	6 2.40%	58 5.16%	13 3.16%	9 19.07%Tnopqst uvwxyz	50 4.86%	15 2.73%	24 4.08%	20 4.63%	29 3.84%	6 4.81%	5 4.38%	20 4.81%	7 6.52%
Birmingham	512 8.04%stw	508 8.05%stw	15 6.34%	117 10.47%Tnstw	36 8.51%tw	3 6.31%	56 5.41%	26 4.66%	50 8.42%stw	53 12.09%Tnostw	34 4.49%	17 13.33%stw	12 10.15%tw	53 12.69%Tnostw	15 14.26%Tostw
Norwich	266 4.17%	263 4.17%	12 5.16%	37 3.28%	20 4.67%	1 1.22%	50 4.87%	32 5.89%px	20 3.31%	19 4.35%	35 4.55%	1 0.88%	4 3.18%	20 4.76%	2 2.35%
Milton Keynes	185 2.91%	182 2.88%	3 1.29%	33 2.96%	13 2.98%	- -	37 3.63%z	17 3.16%	16 2.71%	16 3.56%	20 2.69%	1 0.82%	4 3.50%	5 1.19%	1 0.63%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Brighton	149 2.34%	147 2.33%	8 3.58%z	24 2.14%	11 2.64%	1 1.10%	21 2.05%	14 2.52%	11 1.83%	10 2.35%	24 3.20%z	1 0.46%	2 1.74%	4 0.99%	4 4.10%
Oxford	95 1.49%	94 1.49%	6 2.47%	15 1.33%	5 1.07%	- -	21 1.99%	8 1.43%	10 1.72%	4 0.91%	16 2.07%	1 0.82%	1 0.92%	3 0.63%	- -
London	1466 23.01%	1450 23.00%	64 27.73%qy	257 23.00%	82 19.16%	21 43.08%Tnpqstuwxyz A	263 25.45%qy	115 20.95%	139 23.30%	121 27.76%TnqtyA	171 22.43%	28 21.81%	18 15.63%	93 22.16%	16 16.02%
Southampton	235 3.69%p	234 3.71%p	5 2.14%	25 2.28%	19 4.44%	3 6.19%	39 3.81%	22 3.95%	19 3.22%	14 3.23%	46 5.98%Tnopuz	4 3.41%	5 4.65%	7 1.77%	3 3.06%
Bristol	250 3.93%	247 3.92%	13 5.75%	50 4.52%	16 3.72%	- -	30 2.91%	16 3.00%	17 2.88%	14 3.30%	43 5.71%Tnsu	7 5.59%	6 5.25%	16 3.82%	4 3.84%
Plymouth	204 3.21%v	203 3.22%v	4 1.78%	35 3.13%v	14 3.23%	- -	25 2.43%	24 4.38%v	22 3.63%v	4 1.00%	21 2.82%	4 3.33%	10 8.39%Tnopqsuvw	17 4.17%v	5 4.97%v
Cardiff	228 3.57%s	227 3.60%s	6 2.68%	49 4.43%s	16 3.78%	3 7.02%	22 2.17%	27 4.83%s	22 3.67%	13 2.95%	20 2.67%	6 5.08%	4 3.12%	21 5.13%s	4 3.59%
Belfast	191 3.00%p	191 3.03%p	4 1.88%	19 1.67%	10 2.33%	- -	57 5.51%Tnopquvx	22 4.08%p	14 2.38%	9 2.07%	25 3.33%p	1 0.71%	2 1.47%	23 5.49%Tnpquv	1 0.88%
None of these	264 4.14%	258 4.09%	13 5.74%	47 4.24%	17 4.07%	- -	35 3.37%	30 5.42%v	23 3.79%	10 2.30%	26 3.42%	5 4.28%	9 7.56%sv	18 4.26%	8 7.63%v

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Glasgow	249 3.91%	242 3.97%	58 4.46%	7 2.42%	18 4.26%	- -	47 3.77%	28 4.60%	58 4.28%	17 4.61%	- -	1 0.98%	2 3.93%	- -	143 4.16%	19 4.27%	77 4.08%	12 7.14%	34 3.71%	37 3.39%	144 4.24%	48 3.69%	80 3.97%	158 3.84%
Edinburgh	242 3.80%st	234 3.85%	53 4.10%	8 2.72%	20 4.86%	* 1.20%	51 4.12%	25 4.18%	39 2.84%	20 5.39%h	- -	6 4.91%	2 4.27%	3 9.85%	122 3.55%s	19 4.39%	76 4.03%	6 3.25%	21 2.29%	26 2.37%	129 3.79%	66 5.08%Tt	91 4.50%	144 3.51%
Newcastle	269 4.23%x	254 4.18%	53 4.10%	21 7.55%Ta bfgh	18 4.29%	1 3.59%	48 3.80%	22 3.71%	57 4.17%	13 3.63%	- -	4 3.86%	5 8.02%	2 5.62%	154 4.48%	22 5.15%	80 4.26%	7 4.12%	43 4.69%	53 4.85%	151 4.46%	42 3.25%	112 5.57%Tx	154 3.74%
Leeds	250 3.93%	237 3.90%	43 3.35%	13 4.46%	15 3.64%	1 3.89%	53 4.24%	17 2.87%	58 4.25%	19 5.23%	1 3.44%	3 2.71%	3 4.37%	1 2.13%	134 3.90%	11 2.58%	79 4.20%	8 4.83%	35 3.88%	48 4.40%	130 3.85%	42 3.24%	87 4.31%	156 3.80%
Hull	105 1.66%ab fvx	93 1.53%bf	10 0.77%	* 0.14%	1 0.33%	- -	8 0.64%	8 1.30%	15 1.07%	5 1.39%	33 96.56%	1 0.58%	3 4.31%bcdfh	- -	48 1.39%	6 1.46%	28 1.50%	2 1.34%	11 1.19%	31 2.80%Tu v	56 1.66%v	9 0.72%	42 2.08%	55 1.33%
Sheffield	192 3.01%hs	180 2.96%h	33 2.54%	7 2.64%	18 4.44%h	1 3.02%	49 3.89%h	21 3.43%	27 1.98%	14 3.89%	- -	1 1.28%	- -	- -	92 2.67%s	7 1.53%	62 3.30%os	4 2.45%	14 1.50%	46 4.19%Tv	100 2.94%	30 2.33%	65 3.22%	116 2.83%
Manchester	483 7.59%b	466 7.66%b	79 6.06%	13 4.71%	36 8.67%	6 17.82%	103 8.23%	62 10.22%Ta bc	109 8.01%	31 8.31%	- -	16 14.22%Ta bch	4 7.49%	1 2.08%	250 7.29%	34 7.69%	120 6.40%	20 11.76%oq	75 8.22%	109 9.95%Tu v	244 7.18%	91 6.98%	156 7.77%	309 7.53%
Liverpool	257 4.04%	243 4.00%	50 3.84%	9 3.31%	18 4.31%	2 5.90%	44 3.49%	40 6.65%Ta bfh	49 3.60%	13 3.42%	- -	7 6.22%	2 3.94%	2 5.96%	147 4.28%	20 4.64%	86 4.57%	5 3.10%	35 3.89%	33 2.99%	142 4.19%	46 3.52%	87 4.32%	165 4.01%
Nottingham	278 4.36%v	262 4.31%	57 4.40%	11 3.96%	19 4.72%	- -	46 3.70%	26 4.35%	77 5.66%Ta f	16 4.35%	- -	3 2.24%	3 4.99%	- -	150 4.36%	15 3.53%	77 4.08%	8 4.54%	49 5.35%	42 3.84%	173 5.09%Tv	37 2.84%	97 4.81%	172 4.20%
Birmingham	512 8.04%bi vw	485 7.97%bi	82 6.30%	21 7.44%	27 6.44%	3 9.28%	126 10.10%Ta bgi	35 5.86%	155 11.36%Ta bdgi	17 4.51%	- -	6 5.15%	3 4.30%	4 16.06%	313 9.11%T	41 9.35%	164 8.73%	8 4.64%	97 10.72%T r	113 10.30%Tv	280 8.24%v	75 5.79%	137 6.78%	354 8.63%w

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Norwich	266 4.17%hs x	258 4.24%h	67 5.18%h	13 4.63%h	28 6.74%Tahi	- -	67 5.33%h	31 5.12%h	28 2.08%	11 2.84%	- -	5 4.67%	1 1.89%	1 2.17%	138 4.02%s	15 3.42%	88 4.67%s	12 7.00%s	20 2.20%	48 4.36%	154 4.53%	41 3.17%	105 5.24%Tx	153 3.73%
Milton Keynes	185 2.91%	175 2.88%	32 2.50%	8 2.86%	11 2.55%	1 2.08%	29 2.32%	29 4.76%Ta bfhk	37 2.70%	20 5.49%Tabfh k	- -	- -	- -	2 8.43%	105 3.05%	7 1.61%	55 2.90%	12 7.14%To pqs	28 3.13%	29 2.67%	105 3.10%	42 3.22%	54 2.67%	129 3.13%
Brighton	149 2.34%	142 2.34%	35 2.71%	8 2.85%	6 1.45%	1 3.40%	28 2.21%	20 3.24%h	21 1.52%	14 3.77%h	- -	- -	1 2.20%	2 6.07%	68 1.97%	4 0.97%	46 2.42%	3 1.59%	15 1.68%	22 1.97%	84 2.46%	34 2.58%	52 2.60%	89 2.17%
Oxford	95 1.49%	92 1.52%	26 1.98%	6 2.12%	6 1.47%	- -	21 1.65%	4 0.70%	16 1.14%	7 1.86%	- -	4 3.68%gh	1 0.90%	- -	53 1.55%	8 1.81%	36 1.89%	1 0.43%	9 0.98%	14 1.23%	47 1.38%	25 1.92%	22 1.12%	62 1.52%
London	1466 23.01%d quw	1393 22.92%d	273 21.00%d	76 26.71%d	58 13.94%	12 38.24%	261 20.90%d	128 21.15%d	380 27.81%T abdfgi	79 21.39%d	- -	27 23.56%d	16 27.57%d	4 14.32%	808 23.53%q	100 22.86%	386 20.52%	38 22.57%	275 30.33%T opq	264 24.00%	704 20.76%	361 27.68%T u	404 20.08%	988 24.05%Tw
Southampton	235 3.69%q	224 3.68%	47 3.61%	6 1.96%	12 2.90%	2 7.10%	39 3.10%	16 2.65%	68 4.98%Ta fg	12 3.22%	- -	5 4.83%	1 2.15%	* 1.19%	113 3.29%	17 3.84%	51 2.73%	1 0.61%	41 4.56%qr	34 3.10%	128 3.78%	53 4.07%	76 3.79%	146 3.57%
Bristol	250 3.93%g	240 3.95%g	64 4.92%g	14 5.09%	16 3.78%	- -	42 3.39%	14 2.23%	48 3.52%	16 4.39%	- -	7 6.47%g	* 0.80%	3 11.40%	129 3.77%	27 6.08%To q	65 3.44%	5 2.69%	34 3.69%	31 2.85%	136 4.00%	62 4.74%	78 3.90%	164 3.99%
Plymouth	204 3.21%v	197 3.24%	54 4.16%hi	9 3.23%	23 5.55%Ta ghi	1 4.49%	39 3.10%	16 2.66%	34 2.49%	5 1.46%	- -	4 3.27%	3 5.71%i	- -	100 2.90%	16 3.66%	59 3.13%	3 1.80%	20 2.26%	29 2.67%	133 3.92%Tv	24 1.85%	59 2.94%	138 3.36%
Cardiff	228 3.57%hs t	224 3.68%h	51 3.93%h	17 5.83%h	26 6.21%Tafh	- -	44 3.51%	30 5.00%h	30 2.16%	18 4.90%h	- -	3 2.69%	2 3.34%	1 4.23%	134 3.90%s	13 3.05%	92 4.87%To s	8 4.75%	18 2.00%	26 2.37%	132 3.88%t	46 3.55%	64 3.17%	155 3.78%
Belfast	191 3.00%ch tu	188 3.08%ch	64 4.92%Ta cdgh	2 0.72%	9 2.22%	- -	53 4.23%Ta cgh	12 1.95%	26 1.93%	13 3.38%	- -	1 0.61%	1 0.87%	- -	114 3.31%s	20 4.53%s	73 3.86%Ts	4 2.37%	17 1.91%	16 1.46%	75 2.21%	85 6.51%Tt u	51 2.54%	138 3.35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
None of these	264 4.14%hos	252 4.14%h	67 5.19%h	13 4.67%	30 7.25%Tafghi	- -	54 4.28%h	20 3.34%	34 2.45%	9 2.56%	- -	9 8.08%ghi	5 8.95%ghi	3 10.50%	121 3.52%s	16 3.59%	83 4.42%os	3 1.89%	17 1.82%	46 4.22%	147 4.32%	42 3.26%	93 4.61%	162 3.94%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 294

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Total	Gender		Age							Social Grade						Area type	
			Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
		(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base		6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base		6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base		4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Up to £7,000	(3.5)	234 3.67%hijln	120 3.85%	114 3.53%	59 6.72%Tdegh i	30 2.86%	32 3.28%i	52 4.79%hi	38 4.09%hi	18 1.77%	4 1.04%	23 1.33%	54 3.02%j	26 1.99%	131 8.47%Tjkl	77 2.19%	157 5.52%Tn	197 3.83%	37 3.03%
£7,001 to £14,000	(10.5)	666 10.45%acdej kln	273 8.78%	390 12.03%Ta	44 5.03%	50 4.69%	78 7.87%cd	122 11.16%cde	122 13.29%Tcde	178 17.71%Tcde fg	72 17.04%Tcdef	71 4.10%	143 7.97%jl	72 5.57%	380 24.53%Tjkl	214 6.07%	452 15.90%Tn	537 10.45%	129 10.47%
£14,001 to £21,000	(17.5)	897 14.08%acdj ln	396 12.74%	498 15.36%Ta	63 7.14%	113 10.65%c	123 12.50%c	138 12.61%c	151 16.45%cdef	213 21.12%Tcde fg	96 22.71%Tcdef g	135 7.76%	296 16.48%Tjl	149 11.53%j	317 20.48%Tjkl	431 12.20%	466 16.41%Tn	726 14.11%	171 13.93%
£21,001 to £28,000	(24.5)	1197 18.79%c	583 18.75%	611 18.85%	104 11.84%	201 18.89%c	168 17.03%c	204 18.58%c	206 22.49%Tce	207 20.57%c	107 25.46%Tcde f	312 17.99%	388 21.57%Tjlm	225 17.38%	273 17.65%	699 19.81%To	498 17.53%	944 18.35%	254 20.65%
£28,001 to £34,000	(31)	963 15.11%cmo	488 15.69%	475 14.64%	63 7.22%	177 16.63%c	177 17.91%Tc	168 15.32%c	131 14.24%c	186 18.46%Tcg	61 14.51%c	284 16.38%m	292 16.27%m	212 16.40%m	174 11.26%	576 16.32%To	386 13.60%	781 15.18%	182 14.80%
£34,001 to £41,000	(37.5)	566 8.89%mo	291 9.37%	275 8.49%	69 7.90%	82 7.75%	133 13.43%Tcdfg hi	89 8.16%	91 9.88%	74 7.40%	27 6.46%	193 11.11%Tm	171 9.53%m	122 9.42%m	81 5.21%	364 10.31%To	202 7.12%	455 8.86%	111 9.02%
£41,001 to £48,000	(44.5)	395 6.20%hikm	201 6.47%	191 5.90%	53 6.04%hi	112 10.57%Tcefg hi	62 6.26%hi	74 6.71%hi	52 5.64%hi	31 3.06%	12 2.76%	134 7.72%Tkm	91 5.06%m	127 9.79%Tkm	44 2.82%	225 6.37%	170 6.00%	325 6.33%	70 5.68%
£48,001 to £55,000	(51.5)	279 4.38%ghimo	134 4.32%	144 4.43%	53 6.03%Tghi	63 5.94%Tghi	48 4.88%ghi	74 6.75%Tghi	25 2.77%hi	12 1.15%	4 0.86%	103 5.92%Tkm	72 4.01%m	77 5.98%Tkm	27 1.74%	175 4.95%To	104 3.67%	232 4.51%	47 3.82%
£55,001 to £62,000	(58.5)	206 3.24%ghimo	103 3.33%	100 3.08%	62 7.03%Tefgh i	51 4.82%Tghi	30 3.08%hi	33 3.05%hi	18 1.96%i	11 1.14%i	- -	70 4.06%m	62 3.42%m	67 5.17%Tkm	8 0.49%	132 3.74%To	75 2.62%	163 3.18%	43 3.50%
£62,001 to £69,000	(65.5)	133 2.09%him	76 2.43%	58 1.78%	27 3.07%ghi	42 3.93%Tfghi	34 3.44%Tfghi	17 1.52%hi	13 1.41%hi	1 0.06%	* 0.12%	56 3.26%Tkm	26 1.45%m	44 3.42%Tkm	6 0.42%	83 2.34%	51 1.79%	107 2.08%	26 2.16%
£69,001 to £76,000	(72.5)	128 2.01%bhimo	76 2.44%	53 1.62%	37 4.16%Tfghi	29 2.68%ghi	29 2.93%ghi	19 1.74%h	11 1.18%h	3 0.27%	2 0.38%	54 3.11%Tkm	30 1.70%m	42 3.25%Tkm	2 0.12%	84 2.39%To	44 1.55%	107 2.08%	21 1.72%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 294
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Social Grade: AB (j)	Social Grade: C1 (k)	Social Grade: C2 (l)	Social Grade: DE (m)	Social Grade: ABC1 (n)	Social Grade: C2DE (o)	Area type: Urban (p)	Area type: Rural (q)
Weighted base		6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
£76,001 to £83,000	(79.5)	103 1.62%bghmo	66 2.11%Tb	37 1.15%	37 4.17%Tdeghi	23 2.13%egh	7 0.72%	28 2.54%Teghi	5 0.55%	1 0.11%	3 0.61%	61 3.52%Tklm	21 1.19%m	14 1.11%	6 0.41%	82 2.33%To	21 0.73%	84 1.64%	19 1.54%
£83,001 or more	(86)	198 3.11%bghilmo	125 4.02%Tb	73 2.26%	75 8.54%Tdefghi	45 4.25%ghi	28 2.84%ghi	30 2.77%ghi	11 1.24%	8 0.75%	1 0.20%	126 7.28%Tklm	47 2.60%m	23 1.80%m	2 0.14%	173 4.90%To	25 0.90%	162 3.15%	36 2.95%
Prefer not to answer		405 6.35%def	177 5.70%	222 6.86%	133 15.13%Tdefghi	45 4.21%	38 3.83%	47 4.30%	44 4.81%	65 6.41%e	33 7.86%defg	112 6.46%	103 5.72%	93 7.18%	97 6.26%	215 6.08%	190 6.68%	322 6.25%	83 6.75%
Average income (£000's)		32.05bghimo	33.73Tb	30.42	42.06Tdefghi	37.16Tefghi	33.67Tghi	32.20ghi	27.75hi	24.31	23.48	40.40Tklm	31.20m	35.60Tkm	20.78	35.70To	27.48	32.11	31.77

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 295

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

			Country				Region												Ethnicity	
		Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base		6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base		6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base		4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Up to £7,000	(3.5)	234 3.67%dpq	209 3.90%d	15 2.89%	9 3.05%	1 0.45%	15 2.89%	12 4.65%p	20 2.88%	26 4.94%op	38 6.80%Tegjklnop	15 3.33%	9 3.05%	21 3.50%	38 4.49%p	27 3.12%	12 2.20%	1 0.45%	171 3.13%	57 6.72%Tq
£7,001 to £14,000	(10.5)	666 10.45%	555 10.38%	74 13.87%Tacd	24 7.90%	14 7.18%	74 13.87%Tikmp	28 10.90%	76 10.77%	53 10.15%	49 8.86%	58 12.61%	24 7.90%	71 11.86%	72 8.62%	95 10.85%	53 9.81%	14 7.18%	589 10.79%	71 8.35%
£14,001 to £21,000	(17.5)	897 14.08%dip	782 14.63%Td	63 11.93%	37 12.24%	15 7.60%	63 11.93%	43 16.84%ip	117 16.56%inp	85 16.42%ip	61 10.91%	84 18.26%Teinop	37 12.24%	88 14.65%p	130 15.50%ip	107 12.28%	68 12.50%	15 7.60%	780 14.28%	108 12.67%
£21,001 to £28,000	(24.5)	1197 18.79%dmp	1023 19.13%d	91 17.19%	60 19.82%	23 12.20%	91 17.19%	43 17.10%	148 21.05%mp	111 21.40%mp	107 19.26%	91 19.83%mp	60 19.82%	136 22.61%Tmp	123 14.67%	160 18.41%	103 18.89%	23 12.20%	1056 19.32%T	137 16.16%
£28,001 to £34,000	(31)	963 15.11%dpr	829 15.50%d	77 14.55%	40 13.10%	17 8.85%	77 14.55%	51 20.21%Tgmp	96 13.67%	92 17.82%mp	78 14.10%	63 13.85%	40 13.10%	93 15.48%p	111 13.23%	139 15.99%p	104 19.04%Tgmp	17 8.85%	853 15.61%Tr	104 12.28%
£34,001 to £41,000	(37.5)	566 8.89%	467 8.73%	51 9.61%	27 8.94%	21 11.20%	51 9.61%	15 5.83%	64 9.10%	43 8.20%	57 10.30%	33 7.28%	27 8.94%	48 8.02%	76 9.03%	73 8.34%	58 10.66%	21 11.20%	485 8.88%	79 9.29%
£41,001 to £48,000	(44.5)	395 6.20%h	324 6.06%	31 5.80%	25 8.35%	15 7.92%	31 5.80%	13 5.02%	43 6.09%h	15 2.95%	49 8.85%Thmo	39 8.60%hm	25 8.35%h	36 5.95%h	44 5.27%	57 6.56%h	27 5.00%	15 7.92%h	341 6.24%	53 6.26%
£48,001 to £55,000	(51.5)	279 4.38%a	218 4.08%	28 5.32%	20 6.54%	13 6.71%	28 5.32%	8 3.29%	22 3.19%	14 2.61%	40 7.14%Tghjln	16 3.56%	20 6.54%gh	20 3.36%	43 5.14%	32 3.69%	22 4.08%	13 6.71%h	237 4.34%	39 4.64%
£55,001 to £62,000	(58.5)	206 3.24%a	160 2.99%	16 3.06%	16 5.24%	14 7.58%Tab	16 3.06%	6 2.37%	20 2.84%	12 2.40%	12 2.20%	15 3.18%	16 5.24%il	14 2.28%	27 3.23%	35 4.00%	19 3.48%	14 7.58%Tefghijlmo	171 3.13%	29 3.42%
£62,001 to £69,000	(65.5)	133 2.09%aq	100 1.87%	14 2.65%	9 2.93%	10 5.49%Ta	14 2.65%	2 0.77%	14 2.01%	5 0.99%	5 0.92%	4 0.93%	9 2.93%	14 2.38%	23 2.76%i	18 2.10%	14 2.49%	10 5.49%Tfghijn	104 1.91%	29 3.40%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 295
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Country				Region												Ethnicity	
		Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base		6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
£69,001 to £76,000	(72.5)	128 2.01%go	105 1.97%	4 0.75%	4 1.40%	15 7.72%Tabc	4 0.75%	10 3.85%egio	6 0.79%	12 2.30%	7 1.28%	7 1.47%	4 1.40%	16 2.73%ego	19 2.27%	25 2.84%ego	4 0.74%	15 7.72%Tegh ijklmno	109 2.00%	18 2.11%
£76,001 to £83,000	(79.5)	103 1.62%ah	78 1.45%	16 3.08%Tac	1 0.21%	8 4.32%Tac	16 3.08%Thk	3 1.28%	9 1.24%	2 0.38%	8 1.51%	5 1.12%	1 0.21%	11 1.78%	19 2.31%hk	12 1.42%	8 1.44%	8 4.32%Tghi jkno	82 1.51%	21 2.43%
£83,001 or more	(86)	198 3.11%ij q	166 3.11%	15 2.80%	5 1.81%	12 6.11%Tac	15 2.80%	7 2.71%	16 2.27%	9 1.82%	8 1.43%	5 1.11%	5 1.81%	12 2.04%	58 6.85%Tefg hijklno	36 4.15%hij	15 2.76%	12 6.11%Tghi jkl	158 2.89%	41 4.80%Tq
Prefer not to answer		405 6.35%lq	332 6.20%	34 6.48%	26 8.46%	13 6.68%	34 6.48%l	13 5.16%	53 7.54%l	40 7.63%l	36 6.43%l	22 4.87%	26 8.46%l	20 3.35%	56 6.65%l	54 6.24%l	37 6.89%l	13 6.68%	326 5.97%	63 7.47%
Average income (£000's)		32.05ag hjq	31.54	32.32	32.95	44.28Tabc	32.32hj	30.43	30.04	28.36	30.88h	28.96	32.95ghj	30.73	35.25Tefg hijlo	33.37ghjl	32.09hj	44.28Tefg hijklmno	31.77	34.12Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 296
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Q.1 Landline supplier													
		Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base		6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base		6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base		4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Up to £7,000	(3.5)	234 3.67%a	173 3.28%	34 2.66%	8 3.13%	12 3.15%	8 20.00%	29 2.64%	27 4.99%abf	29 2.79%	15 4.59%	1 4.71%	4 3.52%	2 3.71%	- -
£7,001 to £14,000	(10.5)	666 10.45%f	554 10.49%f	136 10.58%f	34 13.89%f	46 12.44%f	6 13.21%	79 7.12%	76 13.85%Tafi	104 10.13%f	28 8.41%	4 13.56%	15 15.12%f	9 18.59%fi	3 11.81%
£14,001 to £21,000	(17.5)	897 14.08%	754 14.30%	168 13.06%	27 10.93%	57 15.53%	2 5.85%	161 14.40%	105 19.08%Tabcfhi	147 14.26%	35 10.61%	6 24.05%	16 16.47%	9 18.05%	2 9.44%
£21,001 to £28,000	(24.5)	1197 18.79%	1023 19.39%T	256 19.82%	41 16.54%	97 26.13%Tabcfhk	4 9.83%	212 18.97%	116 21.12%	180 17.45%	65 19.78%	4 13.81%	13 12.76%	10 20.29%	11 40.61%
£28,001 to £34,000	(31)	963 15.11%	813 15.41%	217 16.83%	43 17.32%	54 14.49%	2 4.99%	168 15.04%	74 13.44%	178 17.32%	45 13.54%	3 12.48%	9 8.86%	4 7.62%	5 20.03%
£34,001 to £41,000	(37.5)	566 8.89%	481 9.11%	128 9.94%g	20 8.06%	32 8.79%	9 21.71%	109 9.76%	36 6.62%	81 7.91%	36 10.75%	5 17.89%	10 10.30%	3 5.99%	5 18.11%
£41,001 to £48,000	(44.5)	395 6.20%	335 6.35%g	75 5.79%	19 7.54%	23 6.23%	3 7.11%	90 8.11%Tag	23 4.14%	63 6.09%	17 5.02%	3 10.11%	10 10.23%g	3 5.57%	- -
£48,001 to £55,000	(51.5)	279 4.38%b	229 4.34%b	41 3.18%	13 5.38%	15 4.18%	2 5.75%	60 5.39%b	18 3.33%	45 4.37%	18 5.34%	1 3.40%	6 5.77%	3 5.45%	- -
£55,001 to £62,000	(58.5)	206 3.24%a	159 3.01%	35 2.74%	6 2.52%	9 2.51%	- -	40 3.57%	17 3.15%	34 3.31%	12 3.50%	- -	3 2.97%	- -	- -
£62,001 to £69,000	(65.5)	133 2.09%	107 2.03%	25 1.96%	11 4.53%Tabdg	3 0.90%	- -	27 2.44%	7 1.20%	22 2.18%	7 2.21%	- -	- -	- -	- -
£69,001 to £76,000	(72.5)	128 2.01%	104 1.98%	35 2.73%d	1 0.37%	2 0.50%	- -	26 2.33%	8 1.40%	24 2.29%	8 2.44%	- -	- -	1 2.44%	- -
£76,001 to £83,000	(79.5)	103 1.62%	89 1.69%	21 1.66%	- -	2 0.63%	- -	21 1.84%	7 1.34%	23 2.20%	11 3.24%cd	- -	4 4.08%cd	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 296
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Q.1 Landline supplier												
		Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base		6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
£83,001 or more	(86)	198 3.11%g	160 3.04%g	37 2.88%g	6 2.49%	5 1.23%	- -	37 3.32%g	3 0.62%	43 4.16%dg	21 6.48%Tabdfg	- -	3 3.03%	- -	- -
Prefer not to answer		405 6.35%ad	295 5.59%	80 6.18%	18 7.30%	12 3.28%	5 11.57%	57 5.08%	31 5.71%	57 5.54%	14 4.09%	- -	7 6.88%	6 12.29%adfi	- -
Average income (£000's)		32.05dgl	31.99dgl	32.15dgl	31.17gl	28.15	24.12	34.14Tabdgl	27.15	33.43adgl	35.84Tabcdgl	26.01	31.62g	24.94	25.84

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 297
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Q.2 Mobile supplier														
		Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base		6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base		6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base		4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Up to £7,000	(3.5)	234 3.67%v	229 3.63%	7 2.99%	33 2.92%	30 7.08%Tnptuvz	5 9.18%tvz	46 4.44%vz	12 2.14%	19 3.13%	7 1.62%	37 4.85%tvz	3 2.41%	3 2.85%	7 1.71%	7 7.26%ptvz
£7,001 to £14,000	(10.5)	666 10.45%	655 10.39%	26 11.29%	112 10.04%	50 11.69%	4 7.48%	106 10.26%	71 12.96%	64 10.64%	39 8.88%	68 8.95%	8 6.54%	13 10.95%	36 8.62%	11 11.10%
£14,001 to £21,000	(17.5)	897 14.08%	887 14.06%	30 12.95%	143 12.77%	63 14.72%	7 14.72%	123 11.90%	100 18.19%Tnpswy	86 14.35%	71 16.33%	89 11.67%	21 16.15%	11 9.45%	67 15.95%	20 19.24%
£21,001 to £28,000	(24.5)	1197 18.79%	1189 18.86%	51 21.79%	202 18.06%	93 21.84%	5 9.34%	189 18.30%	115 20.98%	112 18.65%	90 20.69%	139 18.19%	17 13.23%	29 24.38%	77 18.50%	18 17.44%
£28,001 to £34,000	(31)	963 15.11%	954 15.13%	31 13.14%	171 15.35%	54 12.67%	8 15.55%	170 16.48%	77 14.07%	87 14.51%	56 12.93%	134 17.64%	31 24.38%Tnopqt uvz	16 13.30%	57 13.66%	14 13.74%
£34,001 to £41,000	(37.5)	566 8.89%	564 8.95%	19 8.38%	108 9.66%	36 8.33%	1 1.55%	103 9.96%	47 8.63%	55 9.12%	48 10.99%w	53 7.03%	9 6.98%	11 8.92%	43 10.27%	8 7.97%
£41,001 to £48,000	(44.5)	395 6.20%q	390 6.19%q	6 2.71%	75 6.71%oq	14 3.36%	5 9.23%	62 5.97%	37 6.69%q	45 7.47%oq	18 4.22%	53 7.02%oq	11 8.70%oq	6 5.23%	33 7.94%oq	7 6.66%
£48,001 to £55,000	(51.5)	279 4.38%t	279 4.43%t	8 3.53%	55 4.94%t	19 4.43%	6 11.44%tuwA	50 4.85%t	13 2.39%	20 3.41%	17 3.88%	27 3.54%	4 3.49%	7 6.15%	31 7.33%TntuwA	1 0.59%
£55,001 to £62,000	(58.5)	206 3.24%t	204 3.24%t	7 2.85%	48 4.30%t	17 3.97%t	5 10.20%Tnstvxz	28 2.74%	8 1.48%	19 3.26%	12 2.64%	31 4.05%t	2 1.19%	5 4.34%	12 2.80%	2 2.05%
£62,001 to £69,000	(65.5)	133 2.09%	133 2.12%	3 1.30%	27 2.45%	6 1.51%	1 1.71%	32 3.05%	9 1.65%	10 1.75%	17 3.82%Tnz	16 2.11%	- -	1 1.09%	5 1.09%	2 1.90%
£69,001 to £76,000	(72.5)	128 2.01%	128 2.03%	13 5.58%Tnpqstw xz	24 2.17%	2 0.58%	* 0.89%	13 1.31%	6 1.15%	21 3.49%Tnqst	11 2.50%	18 2.31%	- -	5 4.34%qstx	8 2.01%	4 3.48%q
£76,001 to £83,000	(79.5)	103 1.62%p	103 1.63%p	5 2.13%	9 0.83%	3 0.63%	- -	18 1.76%	8 1.51%	7 1.24%	12 2.74%pq	18 2.35%p	1 0.60%	6 4.68%Tnpqu	8 1.87%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 297
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
£83,001 or more (86)	198 3.11%	197 3.13%t	10 4.30%t	38 3.42%	11 2.57%	3 7.02%tu	31 3.01%	8 1.48%	10 1.67%	16 3.67%	33 4.29%tu	8 6.44%tu	2 2.11%	15 3.64%	1 1.01%
Prefer not to answer	405 6.35%n	391 6.21%	16 7.06%	71 6.37%	28 6.64%	1 1.70%	62 5.98%	37 6.67%	44 7.34%	22 5.09%	46 6.00%	13 9.87%y	3 2.22%	19 4.61%	8 7.55%
Average income (£000's)	32.05qt	32.12TqtA	33.45qtA	33.14qtA	28.57	35.75qt	32.26qt	28.74	31.62qt	33.83qtA	33.66TqtA	32.62	34.53qtA	33.66qtA	27.49

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
		Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base		6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base		6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base		4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Up to £7,000	(3.5)	234 3.67%ab oquvx	200 3.28%	33 2.56%	17 6.13%ab fh	12 2.94%	2 6.25%	33 2.65%	28 4.57%b	41 3.01%	13 3.39%	3 7.62%	5 4.49%	3 4.45%	- -	107 3.10%	13 3.06%	50 2.67%	16 9.24%To pqs	26 2.89%	211 19.24%Tu v	10 0.29%	2 0.16%	107 5.32%Tx	118 2.87%
£7,001 to £14,000	(10.5)	666 10.45%f opqvx	632 10.40%f	136 10.49%f	44 15.44%T abfh	49 11.92%f	4 11.21%	93 7.45%	85 13.99%Ta fh	129 9.42%	41 11.05%	4 11.94%	16 14.21%f	9 14.77%f	3 11.26%	298 8.67%	28 6.48%	144 7.67%	28 16.55%T opqs	93 10.28%	292 26.60%T uv	359 10.57%v	1 0.04%	328 16.30%Tx	314 7.65%
£14,001 to £21,000	(17.5)	897 14.08%o qvx	859 14.14%	158 12.21%	34 12.13%	67 16.14%	2 6.58%	167 13.40%	104 17.23%T ab	201 14.67%	51 13.66%	7 21.76%	16 14.58%	11 18.48%	3 11.32%	438 12.75%	53 12.08%	224 11.88%	26 15.02%	132 14.56%	158 14.40%v	708 20.85%Tt v	5 0.39%	371 18.45%T x	499 12.15%
£21,001 to £28,000	(24.5)	1197 18.79%c v	1155 19.00%c	265 20.45%c	38 13.55%	110 26.52%T abcfghi k	8 24.87%	236 18.89%	122 20.21%c	232 16.95%	62 16.81%	4 10.61%	14 12.13%	13 21.68%	9 34.14%	627 18.25%	90 20.52%	347 18.41%	32 18.87%	150 16.53%	205 18.67%v	862 25.39%Tt v	90 6.90%	371 18.44%	783 19.07%
£28,001 to £34,000	(31)	963 15.11%t v	931 15.32%	204 15.73%	48 16.92%	61 14.66%	4 12.30%	189 15.13%	84 13.89%	232 16.99%	48 12.97%	5 14.65%	11 9.38%	5 8.50%	4 15.70%	542 15.78%	66 15.15%	294 15.62%	22 13.02%	154 16.96%	85 7.76%	694 20.46%T tv	159 12.22%t	282 14.02%	651 15.85%
£34,001 to £41,000	(37.5)	566 8.89%tw	545 8.96%	124 9.59%	25 8.87%	37 8.99%	6 20.21%	121 9.71%	48 7.97%	107 7.81%	32 8.64%	6 17.18%	10 9.12%	4 7.37%	5 19.15%	323 9.39%	46 10.58%	193 10.24%	10 5.70%	71 7.87%	45 4.08%	344 10.12%T t	158 12.15%Tt	151 7.50%	403 9.81%Tw
£41,001 to £48,000	(44.5)	395 6.20%gt w	382 6.29%g	71 5.48%	17 6.15%	23 5.61%	2 7.06%	107 8.56%Ta bg	24 3.99%	87 6.37%	23 6.13%	3 7.76%	11 9.72%g	3 4.88%	- -	237 6.91%T	26 6.02%	139 7.38%T	8 4.93%	61 6.68%	33 3.04%	206 6.06%t	141 10.83%Tt u	76 3.79%	303 7.39%Tw
£48,001 to £55,000	(51.5)	279 4.38%tu w	274 4.50%	45 3.44%	16 5.49%	16 3.89%	- -	65 5.24%	20 3.34%	66 4.81%	21 5.62%	1 2.61%	8 6.98%	3 5.12%	2 8.43%	170 4.96%	18 4.13%	103 5.50%T	6 3.60%	40 4.39%	25 2.25%	117 3.44%	129 9.93%Tt u	59 2.93%	214 5.22%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

			Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
		Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base		6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
£55,001 to £62,000	(58.5)	206 3.24%tuw	197 3.24%	42 3.21%	7 2.33%	8 1.99%	1 3.02%	42 3.39%	26 4.22%	51 3.72%	11 2.94%	- -	3 2.62%	- -	- -	126 3.66%	16 3.59%	79 4.22%T	1 0.85%	27 2.95%	14 1.27%	36 1.06%	145 11.09%Ttu	50 2.46%	149 3.63%w
£62,001 to £69,000	(65.5)	133 2.09%tuw	132 2.17%	33 2.53%	9 3.10%	4 0.93%	- -	32 2.56%	7 1.09%	29 2.12%	9 2.39%	2 5.86%	2 1.67%	1 1.44%	- -	77 2.26%	14 3.31%	41 2.18%	2 1.37%	20 2.16%	7 0.67%	17 0.49%	97 7.48%Ttu	24 1.21%	109 2.65%Tw
£69,001 to £76,000	(72.5)	128 2.01%dtuw	121 1.99%d	38 2.96%Tacdi	1 0.33%	2 0.45%	- -	31 2.45%d	11 1.77%	32 2.32%d	3 0.71%	- -	- -	2 3.52%cd	- -	100 2.90%T	22 5.01%Toq	49 2.60%	3 1.49%	26 2.88%	8 0.68%	16 0.49%	98 7.53%Ttu	24 1.18%	101 2.45%Tw
£76,001 to £83,000	(79.5)	103 1.62%tu	103 1.69%	23 1.77%	- -	3 0.73%	- -	24 1.94%c	6 1.00%	29 2.09%c	14 3.80%Tabcdg	- -	4 3.60%cd	- -	- -	78 2.28%T	7 1.57%	45 2.37%T	4 2.61%	22 2.46%	1 0.06%	12 0.36%	89 6.82%Ttu	25 1.23%	73 1.78%
£83,001 or more	(86)	198 3.11%dgtuw	190 3.12%dg	32 2.47%g	7 2.57%g	3 0.68%	- -	41 3.24%dg	3 0.56%	56 4.07%dg	34 9.04%Tabcdfgh	- -	6 5.43%dg	2 2.96%	- -	129 3.76%T	14 3.32%	76 4.06%T	3 1.93%	34 3.69%	2 0.21%	5 0.14%	182 14.01%Ttu	39 1.94%	156 3.81%Tw
Prefer not to answer		405 6.35%aioqtuvwx	357 5.88%i	93 7.14%i	20 6.99%i	19 4.56%	3 8.50%	67 5.40%	37 6.19%i	77 5.65%	11 2.85%	- -	7 6.07%	4 6.82%	- -	183 5.33%	23 5.18%	98 5.21%	8 4.82%	52 5.69%	12 1.08%u	9 0.28%	6 0.44%	106 5.25%	233 5.66%
Average income (£000's)		32.05cdgrtuw	32.26Tcdg	32.54cdg	29.31	27.61	27.25	34.30Tacdgl	27.84	33.63Tacdg	36.30Tabcdgl	27.55	33.62dg	28.44	27.92	34.36Tr	35.23Tr	35.28Tor	27.05	33.49r	19.11	27.37t	54.61Ttu	27.15	34.56Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 299

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

		Gender		Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
NET: Yes	1425 22.36%acde jklnp	641 20.63%	769 23.72%Ta	119 13.58%	155 14.55%	188 19.06%cd	303 27.68%Tcde	252 27.43%Tcde	271 26.91%Tcde	137 32.44%Tcde	276 15.95%	323 18.00%	234 18.12%	591 38.15%Tjkl	600 16.99%	825 29.03%Tn	1117 21.73%	307 25.02%Tp
Yes - physical condition	898 14.10%cdej klnp	407 13.10%	483 14.89%	41 4.63%	56 5.29%	96 9.76%cd	184 16.83%Tcde	182 19.80%Tcde	214 21.30%Tcde f	124 29.49%Tcdef gh	169 9.74%	193 10.74%	144 11.13%	392 25.35%Tjkl	362 10.25%	536 18.88%Tn	691 13.44%	207 16.85%Tp
Yes - mental condition	632 9.92%ahijk ln	269 8.67%	349 10.76%a	97 11.02%hi	113 10.63%hi	113 11.45%hi	174 15.84%Tcdeg hi	86 9.43%hi	42 4.22%i	6 1.52%	124 7.13%	134 7.48%	93 7.20%	281 18.14%Tjkl	258 7.31%	374 13.16%Tn	517 10.05%	115 9.37%
Yes - disability	435 6.82%cdjkl n	196 6.30%	231 7.12%	25 2.90%	33 3.06%	51 5.21%cd	112 10.21%Tcde	91 9.96%Tcde	83 8.25%cde	39 9.24%cde	80 4.63%	81 4.49%	55 4.29%	218 14.10%Tjkl	161 4.56%	274 9.64%Tn	336 6.53%	99 8.03%
Yes - other	46 0.72%acjn	14 0.43%	32 1.00%Ta	* 0.04%	4 0.41%	11 1.10%c	10 0.92%c	13 1.41%Tcdh	3 0.28%	4 1.07%c	5 0.28%	10 0.57%	9 0.72%	22 1.40%Tjk	15 0.43%	31 1.09%Tn	36 0.70%	10 0.81%
No	4804 75.41%bfgh imo	2399 77.20%Tb	2401 74.06%	726 82.52%Tfgh i	872 82.02%Tfgh i	778 78.83%Tfgh i	764 69.74%	653 71.19%	727 72.25%	284 67.31%	1431 82.58%Tkm	1428 79.48%Tm	1027 79.41%Tm	918 59.30%	2859 81.01%To	1945 68.45%	3907 75.97%	897 73.03%
Prefer not to say	142 2.23%hij	67 2.17%	72 2.22%	34 3.91%Tghi	37 3.43%Tghi	21 2.11%hi	28 2.58%hi	13 1.38%	9 0.85%	1 0.25%	25 1.47%	45 2.52%	32 2.47%	40 2.56%	71 2.00%	72 2.52%	118 2.30%	24 1.95%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 300

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
NET: Yes	1425 22.36%imr	1174 21.97%	139 26.20%	69 22.65%	42 22.20%	139 26.20%im	78 30.78%Tghimo	158 22.45%m	118 22.82%m	102 18.29%	113 24.80%im	69 22.65%m	144 24.10%im	137 16.25%	208 23.86%im	116 21.28%m	42 22.20%	1336 24.46%Tr	87 10.26%
Yes - physical condition	898 14.10%mr	735 13.74%	88 16.58%	50 16.45%	26 13.41%	88 16.58%m	52 20.67%Tghim	91 12.92%	72 13.95%m	66 11.87%	73 15.87%m	50 16.45%m	93 15.54%m	79 9.44%	128 14.74%m	79 14.57%m	26 13.41%	861 15.77%Tr	37 4.33%
Yes - mental condition	632 9.92%r	530 9.92%	59 11.16%	29 9.67%	13 6.77%	59 11.16%	39 15.44%Tilmnop	79 11.17%	61 11.75%	46 8.30%	53 11.57%	29 9.67%	51 8.56%	68 8.10%	88 10.15%	45 8.21%	13 6.77%	583 10.67%Tr	48 5.71%
Yes - disability	435 6.82%mr	352 6.59%	52 9.83%Tac	15 5.10%	15 7.64%	52 9.83%Tgikmo	33 12.98%Tghiklmno	35 5.02%	34 6.61%	29 5.30%	38 8.25%m	15 5.10%	46 7.75%m	39 4.69%	65 7.45%	32 5.85%	15 7.64%	420 7.69%Tr	14 1.69%
Yes - other	46 0.72%	37 0.69%	2 0.42%	4 1.18%	3 1.73%	2 0.42%	1 0.23%	2 0.22%	4 0.83%	3 0.47%	2 0.36%	4 1.18%	6 0.99%	10 1.21%	6 0.70%	4 0.74%	3 1.73%g	36 0.67%	10 1.12%
No	4804 75.41%befq	4052 75.79%b	378 71.10%	228 75.42%	146 76.57%	378 71.10%	174 68.48%	531 75.40%	395 76.07%	443 79.73%Tefln	339 74.16%	228 75.42%	437 72.93%	674 80.26%Tefjln	640 73.43%	418 76.81%f	146 76.57%	4049 74.13%	741 87.25%Tq
Prefer not to say	142 2.23%q	120 2.24%	14 2.69%	6 1.92%	2 1.24%	14 2.69%	2 0.74%	15 2.15%	6 1.11%	11 1.98%	5 1.04%	6 1.92%	18 2.97%	29 3.49%Tfhj	24 2.71%	10 1.92%	2 1.24%	77 1.41%	21 2.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 301

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
NET: Yes	1425 22.36%	1173 22.23%	293 22.70%	41 16.83%	95 25.78%ci	2 5.39%	237 21.26%	136 24.82%ci	242 23.54%	57 17.34%	7 27.10%	25 25.25%	8 15.72%	5 19.43%
Yes - physical condition	898 14.10%c	761 14.42%c	195 15.10%c	22 8.90%	60 16.28%c	2 4.13%	162 14.54%	85 15.55%c	157 15.28%c	36 10.85%	4 16.36%	16 16.25%	5 9.53%	2 6.86%
Yes - mental condition	632 9.92%a	482 9.13%	115 8.96%	24 9.57%	29 7.87%	* 0.91%	100 8.99%	60 10.97%	98 9.57%	22 6.69%	3 12.06%	11 11.06%	3 5.17%	3 12.58%
Yes - disability	435 6.82%	363 6.87%	96 7.45%	11 4.33%	29 7.84%	1 1.65%	80 7.17%	39 7.15%	74 7.14%	19 5.66%	2 7.08%	5 5.48%	2 3.06%	1 2.07%
Yes - other	46 0.72%	33 0.63%	5 0.40%	- -	3 0.71%	1 1.26%	4 0.37%	8 1.40%abf	9 0.88%	1 0.35%	- -	1 0.76%	- -	- -
No	4804 75.41%	3997 75.75%	970 75.28%	201 81.52%dgh	268 72.51%	39 94.61%	854 76.62%	401 72.94%	763 74.17%	266 80.46%dg	19 71.39%	74 73.92%	42 83.35%	21 80.57%
Prefer not to say	142 2.23%a	106 2.02%	26 2.02%	4 1.64%	6 1.71%	- -	24 2.12%	12 2.24%	24 2.29%	7 2.20%	* 1.52%	1 0.83%	* 0.93%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 302

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
NET: Yes	1425 22.36%	1408 22.34%	61 26.07%	238 21.28%	97 22.69%	8 15.32%	209 20.27%	127 23.12%	135 22.59%	113 25.83%	154 20.19%	29 23.17%	33 27.63%	112 26.76%sw	32 30.88%sw
Yes - physical condition	898 14.10%	887 14.07%	43 18.56%	145 12.96%	57 13.47%	4 8.69%	145 14.01%	77 14.03%	80 13.28%	69 15.83%	100 13.13%	14 11.16%	20 17.09%	69 16.55%	21 20.71%
Yes - mental condition	632 9.92%	627 9.94%	24 10.34%	109 9.76%	47 10.95%	4 7.71%	93 9.05%	46 8.29%	67 11.13%	48 10.96%	75 9.81%	16 12.77%	12 10.50%	47 11.23%	15 14.38%
Yes - disability	435 6.82%	432 6.85%	22 9.52%	74 6.58%	29 6.69%	1 1.30%	60 5.79%	35 6.43%	35 5.78%	35 8.03%	45 5.87%	5 4.07%	8 6.69%	46 11.09%Tnpstuwx	13 12.42%suwx
Yes - other	46 0.72%	46 0.73%	2 0.81%	8 0.68%	5 1.22%s	- -	2 0.23%	4 0.67%	6 1.08%	5 1.12%	6 0.76%	1 0.75%	1 0.72%	4 0.95%	1 0.51%
No	4804 75.41%	4756 75.45%	171 73.48%	864 77.34%yzA	318 74.66%	42 84.68%	797 77.21%yz	413 75.11%	441 73.59%	314 71.96%	595 78.17%vyzA	96 75.29%	80 67.81%	297 71.05%	69 67.13%
Prefer not to say	142 2.23%	139 2.21%	1 0.45%	15 1.38%	11 2.65%	- -	26 2.52%	10 1.77%	23 3.83%Tnopw	10 2.21%	13 1.64%	2 1.54%	5 4.56%op	9 2.19%	2 1.98%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 303

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
NET: Yes	1425 22.36%pvx	1375 22.61%	296 22.83%	49 17.34%	107 26.02%ci	6 18.70%	274 21.95%	143 23.58%	317 23.19%	67 18.16%	11 31.90%	27 24.18%	9 15.80%	5 18.17%	764 22.25%p	75 17.19%	415 22.06%	37 21.47%	224 24.69%p	318 28.98%Tuv	793 23.35%v	195 14.93%	1347 66.92%Tx	54 1.30%
Yes - physical condition	898 14.10%vx	875 14.38%T	193 14.87%	30 10.71%	66 16.01%	2 6.78%	183 14.61%	93 15.43%	193 14.13%	43 11.47%	5 14.32%	18 15.72%	6 9.48%	1 4.30%	490 14.28%p	46 10.54%	271 14.42%	24 14.05%	141 15.52%p	182 16.59%Tv	523 15.41%Tv	120 9.23%	856 42.53%Tx	31 0.75%
Yes - mental condition	632 9.92%vx	601 9.88%	125 9.61%	26 9.19%	36 8.72%	4 13.12%	123 9.83%	55 9.10%	142 10.39%	27 7.34%	7 20.35%	12 10.26%	4 6.62%	4 13.87%	341 9.93%	37 8.38%	185 9.83%	13 7.35%	100 10.97%	169 15.35%Tuv	321 9.46%v	83 6.41%	607 30.17%Tx	16 0.39%
Yes - disability	435 6.82%vx	421 6.92%	94 7.23%	16 5.53%	31 7.42%	- -	89 7.15%	44 7.19%	94 6.89%	21 5.71%	2 7.19%	5 4.83%	3 5.40%	1 4.30%	249 7.24%	26 5.95%	141 7.51%	10 5.81%	67 7.42%	94 8.59%Tv	271 7.98%Tv	44 3.40%	426 21.18%Tx	- -
Yes - other	46 0.72%vx	43 0.71%	5 0.39%	- -	3 0.76%	- -	4 0.33%	11 1.78%Tabf	11 0.81%	4 1.13%	- -	1 0.67%	- -	- -	18 0.53%	- -	7 0.37%	2 1.26%p	8 0.85%	13 1.15%v	26 0.76%v	2 0.13%	36 1.80%Tx	8 0.21%
No	4804 75.41%tw	4578 75.30%	978 75.37%	229 80.90%dg	299 72.31%	26 81.30%	950 76.01%	446 73.71%	1022 74.78%	293 79.04%	23 66.93%	84 74.43%	48 82.30%	23 81.83%	2614 76.09%	361 82.59%Toqs	1433 76.11%	130 76.39%	666 73.34%	758 69.00%	2548 75.09%t	1092 83.82%Ttu	637 31.62%	4043 98.47%Tw
Prefer not to say	142 2.23%aopuvwx	127 2.09%	23 1.80%	5 1.76%	7 1.66%	- -	26 2.04%	16 2.71%	28 2.03%	10 2.80%	* 1.17%	2 1.39%	1 1.90%	- -	57 1.66%p	1 0.22%	35 1.84%p	4 2.14%p	18 1.97%p	22 2.02%	53 1.56%	16 1.24%	29 1.46%x	9 0.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 304
Which of the following options best describes how you think of yourself?
Base: All respondents

	Total	Gender		Age							Social Grade						Area type	
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted base	6371	3120	3226	798	1040	1038	1052	958	1010	475	1750	1778	1344	1499	3528	2843	5160	1211
Weighted base	6371	3108	3241	879	1064	987	1096	917	1006	422	1733	1797	1293	1548	3530	2841	5142	1229
Effective base	4577	2262	2297	584	747	733	721	695	763	355	1322	1271	974	1025	2589	1991	3716	862
Heterosexual/ straight	5775 90.64%cdk	2828 90.98%	2947 90.91%	741 84.26%	924 86.91%	876 88.73%c	1010 92.17%cde	857 93.43%Tcde	958 95.18%Tcde f	409 96.94%Tcde fg	1592 91.89%k	1590 88.49%	1203 93.04%Tkm	1389 89.72%	3182 90.16%	2592 91.23%	4644 90.31%	1130 92.01%
Lesbian/ gay woman	66 1.03%a	- -	65 1.99%Ta	16 1.80%ehi	18 1.72%hi	6 0.62%	9 0.80%	10 1.11%	5 0.53%	1 0.27%	13 0.73%	24 1.35%	11 0.82%	18 1.17%	37 1.04%	29 1.01%	55 1.07%	10 0.85%
Gay man	124 1.95%bilo	123 3.96%Tb	- -	19 2.11%i	17 1.63%i	31 3.17%Ti	26 2.33%i	15 1.60%i	16 1.63%i	1 0.14%	36 2.05%l	47 2.63%Tl	9 0.73%	32 2.09%l	83 2.34%To	42 1.47%	102 1.99%	22 1.82%
Bisexual	255 4.00%aghi	102 3.28%	147 4.53%a	70 8.00%Tefgh i	78 7.29%Tefgh i	44 4.44%ghi	32 2.96%hi	17 1.86%	11 1.11%	2 0.55%	57 3.29%	96 5.34%Tjl	38 2.97%	63 4.10%	153 4.33%	102 3.58%	216 4.20%	39 3.15%
Prefer to self-describe	31 0.48%a	6 0.19%	16 0.48%	10 1.18%Tfgh	7 0.63%	5 0.51%	2 0.17%	1 0.15%	1 0.11%	4 1.02%fgh	12 0.71%	7 0.39%	8 0.58%	4 0.25%	19 0.55%	11 0.40%	26 0.50%	5 0.41%
Prefer not to say	121 1.90%	49 1.59%	68 2.09%	23 2.65%	19 1.82%	25 2.53%	17 1.57%	17 1.85%	14 1.44%	5 1.07%	23 1.33%	33 1.81%	24 1.85%	41 2.67%Tj	56 1.57%	65 2.30%	99 1.93%	22 1.77%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 305
Which of the following options best describes how you think of yourself?
Base: All respondents

		Country				Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humb-erside (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6371	5347	518	314	192	518	259	692	541	589	467	314	606	826	800	567	192	5507	803
Weighted base	6371	5346	531	303	191	531	254	705	519	556	457	303	599	840	871	544	191	5462	849
Effective base	4577	3819	381	232	146	381	186	490	403	428	329	232	437	598	551	413	146	3975	568
Heterosexual/ straight	5775 90.64%mr	4857 90.86%	469 88.30%	272 89.85%	176 92.29%	469 88.30%	236 93.11%m	645 91.61%m	474 91.22%m	510 91.64%m	416 90.98%	272 89.85%	550 91.67%m	732 87.10%	781 89.58%	514 94.54%Tekmn	176 92.29%	5014 91.79%Tr	749 88.18%
Lesbian/ gay woman	66 1.03%	53 1.00%	7 1.31%	2 0.81%	3 1.54%	7 1.31%	2 0.83%	9 1.24%	3 0.59%	3 0.49%	4 0.96%	2 0.81%	7 1.17%	12 1.42%	11 1.26%	2 0.43%	3 1.54%	54 0.99%	11 1.34%
Gay man	124 1.95%	103 1.92%	12 2.31%	6 1.97%	3 1.78%	12 2.31%	3 1.27%	6 0.88%	10 1.90%	8 1.48%	12 2.52%	6 1.97%	8 1.41%	29 3.49%Tgl	17 1.92%	9 1.73%	3 1.78%	110 2.01%	15 1.74%
Bisexual	255 4.00%q	212 3.96%	23 4.34%	16 5.41%	4 1.92%	23 4.34%	9 3.40%	23 3.33%	29 5.63%o	22 3.97%	23 5.00%o	16 5.41%o	19 3.21%	38 4.50%	36 4.12%	13 2.30%	4 1.92%	195 3.58%	59 6.99%Tq
Prefer to self-describe	31 0.48%	26 0.49%	3 0.65%	- -	1 0.51%	3 0.65%	* 0.15%	5 0.69%	2 0.39%	3 0.51%	- -	- -	3 0.51%	5 0.54%	8 0.87%	1 0.18%	1 0.51%	29 0.52%	2 0.24%
Prefer not to say	121 1.90%hq	95 1.77%	16 3.09%	6 1.96%	4 1.96%	16 3.09%hjo	3 1.24%	16 2.25%h	1 0.27%	11 1.91%h	2 0.54%	6 1.96%h	12 2.03%h	25 2.96%Thjo	20 2.25%h	4 0.83%	4 1.96%h	60 1.10%	13 1.51%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 306
Which of the following options best describes how you think of yourself?
Base: All respondents

		Q.1 Landline supplier												
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6371	5241	1312	229	379	33	1085	577	972	329	27	104	57	25
Weighted base	6371	5277	1289	246	369	42**	1115	549	1029	330	26**	100*	51*	26**
Effective base	4577	3793	953	171	274	24	801	428	695	224	17	73	45	18
Heterosexual/ straight	5775 90.64%d	4822 91.37%Td	1198 92.93%Tad	220 89.27%	320 86.71%	39 94.55%	1022 91.66%d	500 90.97%	943 91.67%d	301 91.16%	18 70.04%	95 94.93%	48 93.85%	24 91.80%
Lesbian/ gay woman	66 1.03%	57 1.08%	12 0.90%	6 2.32%	6 1.60%	- -	9 0.79%	9 1.61%	7 0.67%	6 1.71%	1 4.48%	* 0.43%	1 2.70%	- -
Gay man	124 1.95%	104 1.98%	22 1.73%	2 0.86%	12 3.12%	- -	28 2.48%	10 1.84%	19 1.87%	5 1.63%	- -	- -	1 2.51%	- -
Bisexual	255 4.00%ab	180 3.41%	35 2.71%	12 4.89%	23 6.25%abfh	2 5.45%	34 3.04%	18 3.26%	32 3.15%	12 3.77%	6 23.96%	1 0.94%	- -	2 8.20%
Prefer to self-describe	31 0.48%a	21 0.39%	4 0.30%	2 0.83%	2 0.65%	- -	3 0.30%	3 0.63%	5 0.45%	1 0.16%	- -	* 0.34%	- -	- -
Prefer not to say	121 1.90%	94 1.78%	19 1.44%	5 1.84%	6 1.67%	- -	19 1.73%	9 1.69%	23 2.19%	5 1.56%	* 1.52%	3 3.37%	* 0.93%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 307
Which of the following options best describes how you think of yourself?
Base: All respondents

		Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6371	6286	228	1105	433	46	1034	557	581	409	790	126	126	410	106
Weighted base	6371	6303	232	1117	426	49*	1032	550	599	436	761	127*	118*	418	103*
Effective base	4577	4515	169	782	315	31	755	381	418	295	564	93	94	304	73
Heterosexual/ straight	5775 90.64%qrA	5713 90.63%qrA	221 95.02%TnqrxA	1010 90.46%qA	362 85.00%	39 79.86%	932 90.31%qA	507 92.26%qrA	550 91.83%qrA	400 91.79%qrA	699 91.85%qrA	112 88.37%	111 94.14%qrA	387 92.61%qrA	84 81.91%
Lesbian/ gay woman	66 1.03%	66 1.04%	2 0.93%	9 0.82%	6 1.37%	- -	9 0.88%	6 1.08%	4 0.73%	7 1.55%	7 0.91%	5 3.67%Tnpsuw	- -	6 1.45%	1 1.07%
Gay man	124 1.95%t	123 1.95%t	3 1.20%	25 2.23%t	13 2.97%tv	1 1.05%	26 2.55%t	3 0.47%	8 1.29%	3 0.80%	14 1.85%	2 1.97%	1 0.51%	9 2.08%	5 5.32%Tntuv
Bisexual	255 4.00%y	253 4.01%y	6 2.42%	44 3.92%	32 7.51%Tnopstuvwyz	9 19.09%Tnopqstuvwxyz	39 3.75%	16 2.92%	22 3.71%	16 3.77%	29 3.87%	5 3.92%	- -	14 3.32%	8 8.16%oty
Prefer to self-describe	31 0.48%	30 0.48%	1 0.28%	6 0.54%	* 0.11%	- -	6 0.63%	3 0.60%	2 0.34%	3 0.58%	5 0.65%	2 1.22%	1 0.92%	- -	1 0.55%
Prefer not to say	121 1.90%w	119 1.89%w	* 0.15%	23 2.03%	13 3.03%owz	- -	19 1.88%	15 2.68%owz	13 2.11%	7 1.51%	7 0.86%	1 0.85%	5 4.43%owz	2 0.54%	3 2.99%o

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 308
Which of the following options best describes how you think of yourself?
Base: All respondents

		Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-afone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potenti ally vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Unweighted base	6371	6071	1323	275	431	28	1205	644	1302	371	35	122	69	26	3226	419	1760	166	843	1117	3585	1104	2134	4002
Weighted base	6371	6080	1298	284	413	32**	1250	605	1367	371	34**	113*	58*	28**	3435	436	1883	171	908	1099	3394	1303	2013	4106
Effective base	4577	4364	936	202	308	22	890	463	934	264	23	87	55	18	2338	322	1263	130	599	751	2605	844	1510	2916
Heterosexual/ straight	5775 90.64%dw	5523 90.84%Td	1194 92.00%d	257 90.49%	359 87.02%	30 92.87%	1150 92.02%d	553 91.32%	1236 90.42%	335 90.21%	26 76.15%	105 93.03%	54 93.36%	25 89.86%	3157 91.91%T	399 91.48%	1741 92.51%T	156 91.56%	825 90.92%	991 90.16%	3127 92.14%Tv	1160 89.06%	1765 87.68%	3836 93.43%Tw
Lesbian/ gay woman	66 1.03%o	63 1.03%	12 0.89%	4 1.47%	5 1.31%	- -	8 0.67%	9 1.46%	14 1.03%	5 1.26%	1 3.44%	* 0.38%	2 3.63%bf	- -	26 0.76%	4 0.98%	12 0.63%	1 0.57%	9 0.98%	10 0.91%	34 1.02%	16 1.24%	28 1.40%	36 0.88%
Gay man	124 1.95%u	117 1.93%	21 1.63%	4 1.34%	10 2.51%	- -	30 2.36%	8 1.38%	29 2.13%	8 2.14%	- -	1 0.87%	1 2.20%	- -	66 1.91%	8 1.77%	36 1.94%	4 2.28%	16 1.76%	16 1.49%	52 1.53%	48 3.65%Tu	41 2.04%	79 1.91%
Bisexual	255 4.00%x	240 3.95%	45 3.48%	11 3.84%	25 5.99%f	2 7.13%	40 3.19%	20 3.30%	53 3.89%	20 5.34%	7 19.25%	4 3.91%	- -	3 10.14%	129 3.74%	22 5.01%	65 3.48%	8 4.60%	33 3.68%	56 5.07%	123 3.61%	51 3.90%	131 6.52%Tx	112 2.74%
Prefer to self-describe	31 0.48%oqx	27 0.45%	5 0.36%	2 0.72%	5 1.09%	- -	3 0.27%	4 0.61%	6 0.44%	1 0.31%	- -	* 0.30%	- -	- -	8 0.23%	* 0.09%	2 0.09%	- -	5 0.59%q	6 0.55%	12 0.35%	9 0.70%	19 0.96%Tx	12 0.28%
Prefer not to say	121 1.90%aoux	110 1.80%	21 1.63%	6 2.15%	9 2.08%	- -	19 1.49%	12 1.94%	29 2.10%	3 0.75%	* 1.17%	2 1.52%	* 0.81%	- -	50 1.45%	3 0.68%	26 1.36%	2 0.98%	19 2.08%	20 1.82%	46 1.35%	19 1.45%	28 1.41%x	31 0.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing